

Remington Arms Co., Inc.
Product Service
Legal Case #:5088

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
213780	12/10/2010	12/13/2010	12/13/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Luis	Lopez	1999 S. 50th East PO Box 150961	Ely	NV	89315		H 775-289-7930 F 779-289-7962

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4014 Defective Parts		Unknown	
S	Concern:1008 Fired on Bolt Closing			
C FBC				

11/12/10: Customer called in. He stated he had a FBC about a month ago. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/300 WIN MA	27414	71295354	CA	4/16/2006 5:07:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL MART	SCOPE BASE	Y			

CONCERN:HANG FIRES,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
Per Ilion - Repair @ n/c						

Repair/Replacement Cost Repair/Replacement Date

\$49.51 12/17/2010

11/15/10: Sending ARS, ltr, form. df 12/17/10: Per Ilion - Bolt is miscut at striker indent. Bolt will not fully close. Check over completely. Replace bolt assemb, clean, test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/13/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4014	Defective Parts	
Barrel	Description		24" 300 WIN MAG
	Date Code		CA
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

BARBER - Kinzer PPS GAL RE 0013025

Bolt	Firing Pin	Slightly Worn; Not Functioning	STRIKER INDENT OUT OF POSITION.BOLT HEAD BROKEN
	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	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

frmRepairMain - FGI Repairs

File Add Repair Repair Tools CSR Tools Reports Table Maintenance System Location

frmRepairMain - Repair Inquiry

Repair Number: RE00213780 Serial: 71295354 Model: 710 Center Fire Caliber

Repairman: Status: New 12/10/2010 10:00:09 AM

Verify Repair

ADDRESS INFORMATION

Customer: LUIS LOPEZ Received from: LUIS LOPEZ Return To: LUIS LOPEZ

Name: LUIS LOPEZ

Address 1: PO BOX 150961

Address 2: PO Box: PO Box:

City: ELY

State: NV Zip Code: 89315 Country: US

State: NV Zip Code: 89315 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
12/10/2010 10:	New	valentds	Repair Added		
12/10/2010 10:	Expedite	valentds	From: Check In	To:	
12/13/2010 10:	Maint	Travisbw	Repair Maintenance	Status: New	

Shipping Hold
Interface Hold
Estimate Sent
Parts Received
Passed Inspection
Return as Received
Has Been Approved
Internal Repair
Exclude TATC

Current Status
New
12/10/2010 10:00:09 AM
valentds
Repair Bench
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search Refresh Close

nagletj - ILN/Prod frmRepairMain NAGLETJ Monday, Dec 13 2010 10:14 AM

Ustar frmRepairMain - FGI 5 Microsoft Office E... NBC-WKTV News Cha... 11 Microsoft Office

DEC 17 2010

BY:.....

5088

24"
CA 4/01
4.5"

[COPY]

November 15, 2010

Luis Lopez
PO Box 150961
Ely, NV 89315
Ph: 775-289-7930

Ref: # 5088

Dear Mr. Lopez,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Bo It is miscut at striker indent.
Bolt will not fully close. Check
over completely. Replace BOLT
ASSM, clean test fire at N/C

230145

71 295354
Model: 710



RE00213780

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

BARBER - Kinzer PPS GAL RE 0013028

Print

Reset

Model Number: <u>710</u>		Serial Number: <u>71295354</u>	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Luis M Lopez</u>		Date of Purchase: <u>6-24-06</u>	
Address (no PO Boxes): <u>1999 SO 50th EAST</u>			
City: <u>ELY</u>	State: <u>NV</u>	Zip: <u>89301</u>	
Phone (Daytime): <u>775-289-7930</u>		Fax: <u>775-289-7962</u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u></u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; padding: 5px;"> <p>IVE ONLY SHOT 25 TO 30 ROUNDS, THROUGH MY 300 WIN MAG my 300 WIN MAG THE INST TIME SHOT WAS 8-5-2010 I SHOT 2 ROUNDS THE FIRST^{ROUND} THE TRIGGER WENT CLICK DIDN'T FIRE PULLED OF TARGET. AND ROUND WENT OFF 3 SEC. LATER. 2ND ROUND PULLED TRIGGER IT CLICKED PULLED OF TARGET. TOUCHED BOLT AND ROUND FIRED. BOLT DOES NOT GO DOWN ALL THE WAY AND LOCK. TIGHT SOMETHING IS NOT RIGHT.</p> </div>			
Ammunition Information:			
Manufacturer: <u>Winchester</u>		Type: <u>300 WIN MAG</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>180 gr. Power Point</u>			
Handload Information:			
Powder Used: <u>"R" 19</u>		Powder Weight: <u>75 gr.</u>	
Case/Hull Used: <u>Winchester</u>		Primer Used: <u>CCI Magnum</u>	
Bullet Type/Shot Size: <u>165 gr XBT</u> <u>BARNES</u>		Reloader Used: <u>HORNADY</u>	
Firearms Care (Cleaning and Lubrication):			

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Brand of cleaning solution used:	<u>Outers</u>
How often do you clean the bore? (Months or Number of rounds)	<u>15 to 20 Rounds</u>
How often do you clean the action? (Months or Number of rounds)	<u>15 to 20 Rounds</u>
How often do you clean the trigger assembly? (Months or Number of rounds)	<u>15 to 20 Rounds</u>
Brand of lubricant used:	<u>Outers</u>
How often do you lubricate the bore? (Months or Number of rounds)	<u>15 to 20 Round</u>
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)	<u>15 to 20 Round</u>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <u>N/A</u>	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;">Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</p>	
<p><input type="checkbox"/> 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 style="text-align: center;">:: 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</p>	

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return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.

VISA

REDACTED

8872

Exp. Date - 3-2011

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5088 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Luis Lopez PO Box 150961 Ely, NV 89315 Ph: 775-289-7930
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969066376519
 REF 1: LUIS LOPEZ/CD/DMF
 REF 2: 5088/RIFLE

HANDLING CHARGE 0.00			
SINGLE-PIECE PUB RATE CHRG:		SVC T/P USD	
DV 0.00	COD 0.00	RS 0.50	
DC 0.00	DGD 0.00	SD 0.00	
AH 0.00	PR 0.00	SP 0.00	
TOT PUB CHG 11.74	PUB+HANDLING	11.74	





