Remington Arms Co., Inc. Product Service Legal Case #:5159

Case Information

RE# Date Opened Date Opened(PS) Date Closed Incident Date Pre Lit Lit Obsolete 213094 12/7/2010 11/22/2010 12/8/2010 X

Customer Information

First Name Last Name Street City State Contact Type Business Zip Age 209 Kraft Holler Rd. Incident Neil Woody Andrews NC 28901 H 828-321-0424 PO Box 1027

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PI

PD Cause:4038 Could Not Duplicate Concern

S Concern:1007 Fired on Safe Release

Unknown

C FSR

11/22/10: Customer called in. He stated that his rifle has had a FSR about 4 or 5 times. He stated the last time was one day last week but couldn't remember what day. No damage - No injury. df

Firearm Information

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

 Remington
 CF/BA
 710/270 WIN
 27408
 71090518
 12/4/2002 6:33:35 AM

Date Purchased Where Purchased Accessories Original Owner

WAL-MART DC 6003R-REGULAR

U

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/710/CF/BA

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

Per Ilion - Clean & test @ n/c

Repair/Replacement Repair/Replacement
Cost Date

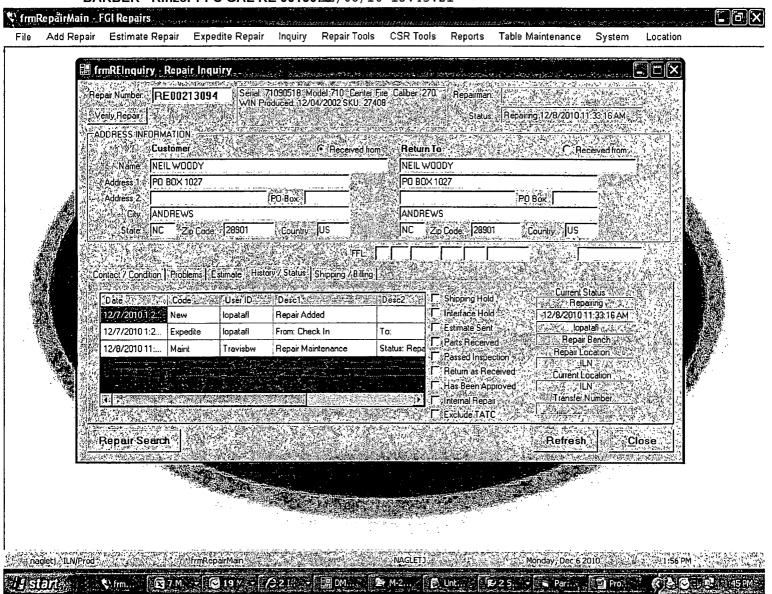
\$27 12/14/2010

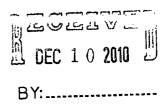
11/22/10: Sending ARS, ltr, form. df 12/14/10: Per Ilion - Could not duplicate concern. TA is functioning as designed. Check over, clean & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/8/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		XW
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	· ·
	Ext/Eject Test	False	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazine	Condition	Select	
iviagazitie	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
Received	Bulged	False	
	Description		STANDARD M/710 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
	Lift	Select	N/A
Sear	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	Select	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	





5159

1000 / 3.5°

November 22, 2010

Neil Woody PO Box 1027 Andrews, NC 28901 Ph: 828-321-0424

Ref: #5159

Dear Mr. Woody,

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 customer.

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

Fax: 336-548-7872

enclosure



couldnot diplicate concern.
T.A. is Functioning As Designed.
check onex, CRAN & TEST fine AT
N/C

**BARBER - Kinzer PPS GAL RE 0013079** 

# 23045

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 0013080

Print :	Reset
	<u> </u>

Model	Serial		
Number: 7/0	Number: 7/090518		
Are you the original ow	ner?: 🖾 YES 🖾 NO		
Name: Neil Woody	Date of Purchase:		
Address (no PO Boxes): 209 Kraft Holler Rd			
City: Andrews	State: NC Zip: 2890/		
Phone (Daytime): ৪২৪ - 321 - ৩ 4১4	Fax:		
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail A  I would like to receive future e			
Please describe your proble	em and date of occurrence:		
The Gun was a get from my Son and has only I Box  +5 Cartridges find in it of was checking the suffer.  Scope and find a shot when I put the Dafety off.  At dul it 3 Times on Nov 19th 2010 when I took  the Dafety off to fire.			
500 cha	racters left		
Ammunition I	nformation:		
Manufacturer: Romingfor	Type: Express Core-Loky		
Other (i.e. bullet weight/type, shot size, powder): /3ಂ ಆ			
Handload Information:			
Powder Used: Powder Weight:			
Case/Hull Used:	Primer Used:		
Bullet Type/Shot Size:	Reloader Used:		
Firearms Care (Cleaning and Lubrication):			

# BARBER - Kinzer PPS GAL RE 0013081

Brand of cleaning solution used: 5 & W Gian Manua				
How often do you clean the bore? (Months or Number of rounds)				
How often do you clean the action? (Months or Number of rounds)				
How often do you clean the trigger assembly? (Months or Number of rounds)				
Brand of lubricant used: 5 & Gun Oil				
How often do you lubricate the bore? (Months or Number of rounds)				
How often do you lubricate the action? (Months or Number of rounds)				
How often do you lubricate the trigger assembly? (Months or Number of rounds)				
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > YES YES NO				
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 Avenue Ilion, NY 13357				
☐ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.				
:: Record the serial number of your firearm before sending it.				

#### **BARBER - Kinzer PPS GAL RE 0013082**

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.



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

### ARS LABEL REQUEST FORM

DATE:		11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1		WEIGHT PER PKG:	10 lbs
RIEASEICHECKIONE MEDIA COORDINATOR TO MAIL			I WILL MAIL	XXXXXX
DESCRIPTION:	Ref # 5159 Rifle			

#### LABEL INFORMATION

MAIL LABEL TO: Neil Woody
PO Box 1027
Andrews, NC 28901
Ph: 828-321-0424

RETURN ITEM TC Remington Arms
Attn: Product Service
Ilion, NY

### PLEASE COMPLETIE ALL PARTIS OF THIS FORM AND SEND TO THE MEDIA COORDINATION AND SEND TO THE MEDIA COORDINATION

NOV 22, 2010 ALL CURR USD ACT WT 10.0 LBS 1 OF 1 4XX596 SYC GNDCOM TRACKING# 1Z4XX5969066801611 REF 1:NEIL WOODY/CD/DMF REF 2:5159/RIFLE HANDLING CHARGE 0.00 SYC T/P USD SINGLE-PIECE PUB RATE CHRGS: COD 0.00 RS 0.50 DV 0.00 0.00 SD 0.00 DGD DC 0.00 SP 0.00 AH 0.00 PR 0.00 PUB+HANDLING 8.74 TOT PUB CHG 8.74



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

### ARS LABEL REQUEST FORM

DATE:	12/29/2010	REQUESTED BY:	Dell	
QUANTITY:	1	WEIGHT PER PKG:		10 lbs
PLEASE CHECKONE				
MEDIA				
COORDINATOR XXXXXX		•		•
TO MAIL				
DESCRIPTION: Prev-RE# 2130	)94			
rifle				
			•	
		•		
		<del></del>		

# LABEL INFORMATION

MAIL LABEL TO: Neil Woody
209 Kraft Holler Rd.
PO Box 1027
Andrews, NC 28901
Ph: 828-321-0424

RETURN ITEM TC Remington Arms
Attn: Product Service
Ilion, NY

PLEASE COMPLETE ALL P

4XX596 DEC 30, 2010 ALL CURR USD 1 OF 1 SVC GNDCOM ACT WT 10.0 LBS TRACKING# 1Z4XX5969066488185 REF 1:NEIL WOODY/CD/DMF REF 2:213094/RIFLE

HANDLING CHARGE 0.00 SVC T/P USD RS 0.50 SINGLE-PIECE PUB RATE CHRGS: COD 0.00 DV 0.00 DC 0.00 SD 0.00 0.00 DGD SP 0.00 0.00 PR AH 0.00 PUB+HANDLING 8.78 TOT PUB CHG 8.78

