

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

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

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

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Clean & test @ n/c						
	Repair/Replacement Cost	Repair/Replacement 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	
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	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry					<input type="button" value="Print"/> <input type="button" value="F5"/> <input type="button" value="F6"/>																				
Repair Number: RE00213094		Serial: 71090518 Model: 710 Center Fire Caliber: 270 WIN Produced: 12/04/2002 SKU: 27408		Repairman:																					
Verify Repair:				Status: Repairing 12/8/2010 11:33:16 AM																					
ADDRESS INFORMATION																									
Customer		<input checked="" type="radio"/> Received from		<input type="radio"/> Return To																					
Name: NEIL WOODY		Name: NEIL WOODY		Name:																					
Address 1: PO BOX 1027		Address 1: PO BOX 1027		Address 1:																					
Address 2:		Address 2:		Address 2:																					
City: ANDREWS		City: ANDREWS		City:																					
State: NC Zip Code: 28901 Country: US		State: NC Zip Code: 28901 Country: US		State: Zip Code: Country:																					
FFL:																									
Contact / Condition Problems Estimate History / Status Shipping / Billing																									
<table border="1"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> <th>Desc2</th> </tr> </thead> <tbody> <tr> <td>12/7/2010 1:2...</td> <td>New</td> <td>lopatafl</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/7/2010 1:2...</td> <td>Expedite</td> <td>lopatafl</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>12/8/2010 11:...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: Rep</td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	12/7/2010 1:2...	New	lopatafl	Repair Added		12/7/2010 1:2...	Expedite	lopatafl	From: Check In	To:	12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Rep	<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return as Received <input type="checkbox"/> Has Been Approved <input type="checkbox"/> Internal Repair <input type="checkbox"/> Exclude TATC
Date	Code	User ID	Desc1	Desc2																					
12/7/2010 1:2...	New	lopatafl	Repair Added																						
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12/8/2010 11:...	Maint	Travisbw	Repair Maintenance	Status: Rep																					
					Current Status Repairing 12/8/2010 11:33:16 AM Repair Bench Repair Location ILN Current Location ILN Transfer Number																				
Repair Search					Refresh																				
					Close																				

RECEIVED
DEC 10 2010

BY: _____

BARBER - Kinzer PPS GAL RE 0013078

5159

COPY

22"
xwz/c
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

Serial Number:

71090518

Model: 710



RE00213094

could not duplicate concern.
T.A. is functioning as designed.
check over, clean & test fire AT
N/C

#23045

Reset

0013080
11/17/2010 PS 14968

Brand of cleaning solution used: <i>S & W Gun Cleaner</i>
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: <i>S & W Gun Oil</i>
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 checked="" type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?)
What were the services performed?)
<p>Ship your INSURED firearm by either UPS or Parcel Post to:</p> <p>Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357</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>:: 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,</p> <p>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</p>

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.

www.remington.com

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
PLEASE CHECK ONE 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 TO Remington Arms Attn: Product Service Ilion, NY

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

4XX596 NOV 22, 2010 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969066801611
 REF 1: NEIL WOODY/CD/DMF
 REF 2: 5159/RIFLE

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGs: 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 8.74 PUB+HANDLING 8.74

Remington.

www.remington.com

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 CHECK ONE			
MEDIA COORDINATOR XXXXXX TO MAIL			
DESCRIPTION: Prev-RE# 213094 rifle			

LABEL INFORMATION

MAIL LABEL TO: Neil Woody 209 Kraft Holler Rd. PO Box 1027 Andrews, NC 28901 Ph: 828-321-0424
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

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

1 OF 1

TOR

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		
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 8.78	PUB+HANDLING	8.78





