

Remington Arms Co., Inc.
Product Service
Legal Case #:3089

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
159179	1/17/2009	1/19/2009	1/19/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bayou Country Gun Repair		Bayou Country G	17934 River Road	Montz	LA	70068		W 985-652-9089

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4013	Broken or Missing Parts		
S	Gun was dropped, now it fires on safe release	Concern:1007	Fired on Safe Release	Unknown
C				

Customer dropped rifle from tree stand. Sometimes when you take it off safe it goes off. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71090137	XW	12/3/2002 3:20:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE BASE	U			

CONCERN:GUN FELL FROM TREE STAND,NOW IT SOMETIMES FIRES WHEN YOU TAKE SAFETY OFF

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
Repair at 1/2 normal charges as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
		1/21/2009				

1/21/09: Repair at 1/2 normal charges as goodwill gesture. \$52.00. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/19/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	
	Description		22" 270 WIN

Barrel	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; Not 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	Abused; Not Functioning	RECEIVER INSERT BROKEN
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Inquiry

Repair Number: **RE00159179** Serial: 71090137 Model 710 Center Fire Caliber: 270 WIN Produced: 12/03/2002 Repairman: Bruce Travis
 Verify Repair Status: Repairing 1/19/2009 3:30:04 PM

Address Information

Customer: Received From: Return To: Received From:

Name: BAYOU COUNTRY GUN REPAIR BAYOU COUNTRY GUN REPAIR
 Address 1: 17934 RIVER ROAD 17934 RIVER ROAD
 Address 2: PO Box: PO Box:
 City: MONTZ MONTZ
 State: LA Zip Code: 70068 Country: US State: LA Zip Code: 70068 Country: US

FFL: 5 72 095 01 1B 11053 022011

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Descr	Current Status
1/17/2009 9:44:4	New	sanguinegf	Repair Added	Repairing
1/17/2009 9:50:5	Expedite	sanguinegf	From: Check In	1/19/2009 3:30:04 PM
1/19/2009 7:37:4	Expedite	Travisbw	From: Product Services	System
1/19/2009 7:44:2	Estimate	Travisbw	Estimate Update	Approve Rack
1/19/2009 8:25:4	Expedite	penceil	From: Repair Bench	Repair Location
1/19/2009 8:29:2	Update	supryll	Address, Billing, or Ship Method C	ILN
1/19/2009 8:29:3	Approved	supryll	Letter	Current Location
1/19/2009 8:30:0	Repairing	System	Immediate SAP Allocation	ILN

Shipping Hold Interface Hold
 Estimate Sent Parts Received
 Passed Inspection Return As Received
 Has been Approved Internal Repair

Transfer Number

Repair Search Refresh Close

Cause - Broken or missing parts



3089

xw 12/02
22"
4.5#

BAYOU COUNTRY GUN REPAIR
17934 River Road
Montz, Louisiana 70068
(985) 652-9089 L J St. Germain FFL# 72-11053

REMINGTON SERVICE DEPT.

Sirs

ENCLOSED IS 1-M/710 CUST.
DROPPED RIFLE FROM DEER STAND
IT DOES NOT WORK RIGHT. SOMETIMES
WHEN YOU TAKE IT OFF SAFETY IT GOES OFF
PLEASE GO THRU IT AND PUT BACK IN
GOOD SHAPE.

THANK YOU

J. St. Germain

VISA. #

credit card # redacted

Serial Number: **71090137**

Model: **710**



RE00159179

Rec. insert is rotten. check over,
up in as needed at 1/2 normal
charges Good-will gesture.

Approved per letter Quote
7 under \$ 75.00
FLS

