

Remington Arms Co., Inc.
Product Service
Legal Case #:9412

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
326324	11/4/2013	11/5/2013	11/5/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		John	Schindler	565 Lynnmade Ave	Gretna	LA	70056		H 504-319-6301 E jschindler@glytech.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Unexplained Discharge - No Mention of Safety Postion	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Per SR00064679 Service Request Section, "Customer states the rifle discharged when it was bumped without touching the trigger breaking the stock." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71277640	LA	2/6/2006 2:42:57 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE BASE	U			

CONCERN: DISCHARGED WHEN BUMPED

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
Replace trigger, check over and test fire at 50% discount						
Repair/Replacement Cost	Repair/Replacement Date					

11/6/13: Per Ilion, "could not duplicate concern. Trigger assembly and action dirty. Debris on and around sear. Can offer to replace trigger assembly, check over, and test fire at 1/2 cost. Replace with a used M/770 stock in good condition at no charge." jbi 11/8/13: I called John Schindler and he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/5/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		LA
	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	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	DIRTY,RUSTY CHAMBER RUSTY DIBRIS ON AND AROUND SEAR
	Stock Condition	Abused; Not Functioning	TRIG GUARD BROKEN
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	

Safety	Description	STANDARD SAFETY	
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.remington.com

All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

Repair Number RE00326324	Serial Number / Description 71277640 Model 710 RIFLE Caliber: 270 WIN	Date Received: 11/04/2013 Estimate Date: 11/05/2013 Date Printed: 11/07/2013
Customer: JOHN SCHINDLER 565 LYNNMADE AVE GRETN, LA 70056 US	Return To: JOHN SCHINDLER 565 LYNNMADE AVE GRETN, LA 70056 US	

Please Circle One:
VISA MC DISCOVER Card No. _____ Exp.Date _____
Open Account: R _____ PO Number: _____

Approval Signature: _____ Date: _____
Daytime Phone: (____) _____ Time to Call: _____

☐ If you desire any change, please use the reverse side for your comments and mark this box.

Problems	
Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M310 - PERFORM SAFETY CHECKS ON TRIGGER ASSEMBLY	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
could not duplicate concern.trigger assembly and action dirty.debris on and around sear.can offer to replace trigger assembly,check over and test fire at 1/2 cost.replace with a used M/770 stock in good condition at no charge.

ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)									
Material	Type	Description	Qty Needed	Warranty	Qty From Inv	Price	Disc	Amount	
F301265	Part	710 REC. INSERT ASSB. COMPLETE	1	Billable	1	60.00	50	30.00	
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00	
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50	
								Sub Total:	
								58.50	
								Est Sales Tax:	
								2.34	
								Grand Total:	
								\$60.84	









