

Remington Arms Co., Inc.
Product Service
Legal Case #:9365

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
327156	11/12/2013	10/29/2013	11/13/2013				X

Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Ryan	Traver	181 Cypress Lane	Saint Matthews	SC	29135		H 803-308-2810

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

10/29/13: I received call from Ryan Traver, he stated that on 3 different occasions that his gun fired on safety release. jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71255221	EZ	10/25/2005 9:43:25 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ELLETT BROTHERS INC	SCOPE BASE	Y			

CONCERN: FSR

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, replace trigger assembly and repair as needed at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/29/13: Sending ARS, letter, SR paperwork. Box sent on order 1556940. jbi 11/14/13: Per Ilion, "trigger assembly dirty lite rusting. Rust on barrel and receiver. Chamber dirty/rusty. Can offer to replace trigger assembly, clean, polish chamber and test fire at 1/2 normal cost." jbi 11/15/13: I called and left message requesting approval of quote. jbi 11/18/13: I received call from Ryan Traver, he approved quote with a credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/13/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		EZ
	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	CHAMBER DIRTY,RUSTY
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Functioning	BBL AND REC RUSTING
	Stock Condition	Slightly Worn; Functioning	GRIP CAP MISSING
	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		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,LITE RUSTING
	Pull	---Select---	4.5#

	Altered	False
	Sub-Assembly	Other Remington

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com

Estimating Report

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

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 RE00327156	Serial Number / Description 71255221 Model 710 RIFLE Caliber: 270	Date Received: 11/12/2013 Estimate Date: 11/13/2013 Date Printed: 11/14/2013
Customer: RYAN TRAVER 181 CYPRESS LANE SAINT MATTHEWS, SC 29135 US	Return To: RYAN TRAVER 181 CYPRESS LANE SAINT MATTHEWS, SC 29135 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.

Reported	Problems Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M106 - COULD NOT DUPLICATE CUSTOMERS CONCERN M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

trigger assembly dirty lite rusting,rust on barrel and receiver.chamber dirty/rusty.can offer to replace trigger assembly,clean,polish chamber and tes t fire at 1/2 normal cost.

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-SHIPING & 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: 1.50

Grand Total: \$60.00

Remington®

22"
E2 10/05
4.5th

October 29, 2013

9365

Ryan Traver
181 Cypress Lane
Saint Matthews, SC 29135
Phone: 803-308-2810

COPY

Ref # 9365, Model 710, Serial # 71255221

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are 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.

~~I hope that this action will keep you a loyal Remington customer.~~

Sincerely,
J.B. Irving
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 336-548-8684
Fax: 336-548-7872

RECEIVED
NOV 14 2013

BY:.....

71255221

Model: 710



RE00327156

could not dup engrave
T.A. dirty, like rusting.
rust on B&C & rec.
chamber dirty & rusty.
can offer to rep. T.A.,
check over, clean/polish
chamber + rest at 1/2 cost.

Q

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

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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

www.remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number SR00065964	Serial Number / Description 71255221 Model 710 RIFLE Caliber: 270	Date of Request: 10/29/2013 Date Printed: 10/29/2013
Customer: RYAN TRAVER 181 CYPRESS LANE SAINT MATTHEWS, SC 29135 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9365. jbi

Parts And Service Details		
Material	Type	Description
		Qty Needed
		Warranty
		Price
		Disc
		Amount

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00

ARS LABEL REQUEST FORM

DATE:	10/29/2013	Service Request #	SR00065964
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	irvingjb	email address:	I will mail

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.remington.com
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LABEL INFORMATION

MAIL LABEL TO:	RYAN TRAVER 181 CYPRESS LANE SAINT MATTHEWS, SC 29135 US SR00065964 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 29, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 124XX5969065302831
 REF 1: SR00065964
 REF 2:

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 11.01	PUB+HANDLING	11.01

ATTN: Product Service	
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