

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	
	Tests	Test Fired	False
Feeding Test		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: **BAYOU COUNTRY GUN REPAIR** Received From: **BAYOU COUNTRY GUN REPAIR**
 Address 1: **17934 RIVER ROAD** Return To: **17934 RIVER ROAD**
 Address 2: **PO Box** PO Box: **PO Box**
 City: **MONTZ** City: **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																																				
<table border="1"> <thead> <tr> <th>Date</th> <th>Code</th> <th>User ID</th> <th>Desc1</th> </tr> </thead> <tbody> <tr> <td>1/17/2009 9:44:4</td> <td>New</td> <td>sanguinegl</td> <td>Repair Added</td> </tr> <tr> <td>1/17/2009 9:50:5</td> <td>Expedite</td> <td>sanguinegl</td> <td>From: Check In</td> </tr> <tr> <td>1/19/2009 7:37:4</td> <td>Expedite</td> <td>Travisbw</td> <td>From: Product Services</td> </tr> <tr> <td>1/19/2009 7:44:2</td> <td>Estimate</td> <td>Travisbw</td> <td>Estimate Update</td> </tr> <tr> <td>1/19/2009 8:25:4</td> <td>Expedite</td> <td>penceril</td> <td>From: Repair Bench</td> </tr> <tr> <td>1/19/2009 3:29:2</td> <td>Update</td> <td>supryll</td> <td>Address, Billing, or Ship Method C</td> </tr> <tr> <td>1/19/2009 3:29:3</td> <td>Approved</td> <td>supryll</td> <td>Letter</td> </tr> <tr> <td>1/19/2009 3:30:0</td> <td>Repairing</td> <td>System</td> <td>Immediate SAP Allocation</td> </tr> </tbody> </table>	Date	Code	User ID	Desc1	1/17/2009 9:44:4	New	sanguinegl	Repair Added	1/17/2009 9:50:5	Expedite	sanguinegl	From: Check In	1/19/2009 7:37:4	Expedite	Travisbw	From: Product Services	1/19/2009 7:44:2	Estimate	Travisbw	Estimate Update	1/19/2009 8:25:4	Expedite	penceril	From: Repair Bench	1/19/2009 3:29:2	Update	supryll	Address, Billing, or Ship Method C	1/19/2009 3:29:3	Approved	supryll	Letter	1/19/2009 3:30:0	Repairing	System	Immediate SAP Allocation			<input type="checkbox"/> Shipping Hold <input type="checkbox"/> Interface Hold <input type="checkbox"/> Estimate Sent <input checked="" type="checkbox"/> Parts Received <input type="checkbox"/> Passed Inspection <input type="checkbox"/> Return As Received <input checked="" type="checkbox"/> Has been Approved <input type="checkbox"/> Internal Repair	Current Status Repairing 1/19/2009 3:30:04 PM System Approve Rack Repair Location ILN Current Location ILN Transfer Number
Date	Code	User ID	Desc1																																					
1/17/2009 9:44:4	New	sanguinegl	Repair Added																																					
1/17/2009 9:50:5	Expedite	sanguinegl	From: Check In																																					
1/19/2009 7:37:4	Expedite	Travisbw	From: Product Services																																					
1/19/2009 7:44:2	Estimate	Travisbw	Estimate Update																																					
1/19/2009 8:25:4	Expedite	penceril	From: Repair Bench																																					
1/19/2009 3:29:2	Update	supryll	Address, Billing, or Ship Method C																																					
1/19/2009 3:29:3	Approved	supryll	Letter																																					
1/19/2009 3:30:0	Repairing	System	Immediate SAP Allocation																																					

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

L J St. Germain

VISA. #

credit card # redacted

Serial Number: 71090137

Model: 710



RE00159179

Rec. insert is broken. check over,
 up in as needed at 1/2 normal
 changes Good-Will gesture.

Approved per letter Quote
 & under \$ 75.00
 fcs

Remington Arms Co., Inc.
Product Service
Legal Case #:2566

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		7/31/2008					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Brown						H 573-315-8884

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	went through buddies trailer	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown
S				
C				

7/31/08 Mr. Brown says he has called in May, Feb, and Nov and they were going to send him an ARS but he's never received one. He said he took the safety off and it went through his buddies trailer. He bought new, no alterations or work has been done to his rifle. Wants a 770 .270 as replacement. cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71069233		7/17/2002 5:07:09 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 Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				

7/31/08 He said his dealer is shipping it in for him since he never received the ARS. He said it could be that his kids got it and didn't give it to him. cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
------	----------	------	---------