

Remington Arms Co., Inc.
Product Service
Legal Case #:4146

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
183584	12/17/2009	12/18/2009	12/18/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	The Great Outdoors		The Great Outdo	112AN. Cherry St	Cherryville	NC	28021		W 704-445-8848

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fires on bolt closing	Concern:1008 Fired on Bolt Closing	Unknown	
C				

12/23/09 Per letter with rifle, customer complains of gun going off when bolt is closed.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71259319	RZ	11/8/2005 4:20:49 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR	SCOPE,RINGS,BASE, HARD CASE	U			

CONCERN:FBC

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 inspection/decision check over, replace TPA at no charge to restore confidence						

Repair/Replacement Cost	Repair/Replacement Date
41.66	12/23/2009

12/23/09 Per Ilion, could not duplicate concern. Check over, replace TPA to restore confidence in rifle at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/18/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RZ
	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	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3#
	Altered	False	?
	Sub-Assembly	Other Remington	
Non-Remington Components	Description		HARD CASE

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: **RE00183584** Serial: 71269319 Model 710 Center Fire Caliber 270 WIN Produced: 11/09/2005 Repairman: **Bruce Travis** Status: **Repairing 12/18/2009 6:30:06 AM**

Verify Repair

Address Information

Customer: **THE GREAT OUTDOORS** Received From: **THE GREAT OUTDOORS** Return To: **THE GREAT OUTDOORS** Received From:

Address 1: **112A CHERRY STREET** Address 2: **112A CHERRY STREET**

City: **CHERRYVILLE** PO Box: State: **NC** Zip Code: **28021** Country: **US**

FFL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	Code	User ID	Desc1	Current Status
12/17/2009 12:5	New	valentids	Repair Added	Repairing
12/17/2009 12:5	Update	valentids	Repair information change	12/18/2009 6:30:06 AM
12/17/2009 12:5	Expedite	valentids	From: Check In	System
12/17/2009 12:5	Update	valentids	Repair information change	Gallery
12/18/2009 6:17	Maint	Travisbw	Repair Maintenance	Repair Location
12/18/2009 6:28	Estimate	Travisbw	Estimate Update	ILN
12/18/2009 6:30	Repairing	System	Immediate SAP Allocation	Current Location
12/18/2009 7:27	Expedite	pencil	From: Repair Bench	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

start 12/18/2009 10:03 AM NUM INS REFI

Could not duplicate concern.
Installing new Trigger Assembly
to restore customer's faith in rifle.

FRED 12/18/09

RECEIVED
DEC 21 2009

BY:

14.66
15.11
12.11
41.66

4146

12/14/09

Dear Remington,

Customer complains of gun going off when bolt is closed. Please check over and fix, replace as soon as possible! If any questions your contact person is Champ Denton. Thankyou for your attention

22"
R 2 11/05

34

The Great Outdoors

Champ

704-445-8848

Serial Number:

71259319

Model: 710



RE00183584

could not duplicate concern.
check over, replace TPA to restore
confidence in rifle. AT H/C

#230145

Champ Denton
Gunsmith

112A N. Cherry St.
Cherryville, NC 28021



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