

Remington Arms Co., Inc.
Product Service
Legal Case #:4259

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
186161	1/19/2010	1/20/2010	1/20/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Douglas Hardin	Owens	2198 Pads Rd	N Wilkesboro	NC	28659		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4027	Improper Assembly by Factory		Unknown
S	Will follow down	Concern:1070	Unknow Claim	
C				
1/28/10 No correspondence.cm				

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85646	71387929	OB	7/24/2007 6:36:59 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE,RINGS,BASE	U			
CONCERN:FSR						

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
repair at no charge						
Repair/Replacement Cost	Repair/Replacement Date					
42.77	1/28/2010					

1/28/10 Per Ilion, will follow down. Check over completely. Replace TPA and function test at n/c.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/20/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4027	Improper Assembly by Factory	TRIGGER ASSM NOT ALTERED,TRIGGER WILL NOT RETURN UNDER SEAR
	Description		22" 270 WIN

Barrel	Date Code		OB
	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/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Not Functioning	WILL FOLLOW DOWN
	Pull	---Select---	N/A

	Altered	False
	Sub-Assembly	Other Remington

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: **RE00186161** Serial: 71387929 Model 770 Center Fire Caliber: 270 WIN WHITETAIL PRO Produced: 07/24/2007 Repairman: Bruce Travis Status: Repairing 1/20/2010 6:00:23 AM

Address Information

Customer: ☒ Received From Return To: ☐ Received From

Name: **DOUGLAS HARDIN OWENS** **DOUGLAS HARDIN OWENS**

Address 1: **2198 PADS ROAD** **2198 PADS ROAD**

Address 2: **PO Box** **PO Box**

City: **NORTH WILKESBOR** **NORTH WILKESBOR**

State: **NC** Zip Code: **28659** Country: **US** State: **NC** Zip Code: **28659** Country: **US**

FFL: **_____**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
Date	User ID	Desc1	Desc2	Current Status
1/13/2010 12:56	thomaspe	Repair Added		Repairing
1/13/2010 1:10:4	valentids	Repair information change		1/20/2010 6:00:23 AM
1/13/2010 1:46:0	valentids	Repair information change		System
1/19/2010 6:50:1	penceil	From: Check In	To: Repair Bench	Gallery
1/20/2010 5:24:9	Travisbw	Repair Maintenance	Status: Estimating	Repair Location
1/20/2010 5:57:2	Travisbw	Estimate Update	Status: Parts Hold	ILN
1/20/2010 6:00:2	System	Immediate SAP Allocation		Current Location
1/20/2010 7:30:0	penceil	From: Repair Bench	To: Gallery	ILN
				Transfer Number

History / Status

☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☒ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair

Repair Search **Refresh** **Close**

27
15.77

42.77

RECEIVED
JAN 22 2010

BY:

