

Remington Arms Co., Inc.
Product Service
Legal Case #:4944

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209028	11/2/2010	11/3/2010	11/3/2010				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Charles/Stella	Russell	189 Loftis Rd.	Travelers Rest	SC	29690		H 864-593-8126 E charlesrussell15@bellsouth.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4006 Altered Adjustments or Components		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Customer wrote on our repair form - He went to shoot a deer & when he pushed the safety off the gun fired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71274784	BA	1/20/2006 9:19:51 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
5/14/2010	WAL-MART DC 6003R-REGULAR		U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	Core-Lokt SP/150 gr	270 WIN				
Concern	Other	Factory	Reload			
0:		Y	N			

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Remington/710/CF/BA						
Per Ilion - Quote to repair @ 1/2 normal charges						
Repair/Replacement Cost	Repair/Replacement Date					

11/5/10: Per Fred S. - Trigger assemb set screws altered, trigger has no return, check over, replace tpa, clean & test fire at 1/2 normal charges. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
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Examination	Examiner	B.TRAVIS	
	Exam Date	11/3/2010	
	Product Type	RF	
	Action Type	A	
	Assigned To	F.SUPRY	
Cause	4006	Altered Adjustments or Components	
Barrel	Description	22" 270 WIN	
	Date Code	BA	
	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; Not Functioning	LIGHT RUST
	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	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	
	Pull	---Select---	2.5#
	Altered	True	SET SCREWS ALTERED NO TRIG RETURN
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry

Repair Number: RE00209028 Serial: 71274784 Model 710 Center Fse Cabber: 270 Repairman: Bruce Travis
Produced: 01/20/2006 SKU: 27408 Status: ApprovalHold 11/3/2010 7:39:59 AM

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from
Name: STELLA RUSSELL STELLA RUSSELL
Address 1: 189 LOFTIS RD 189 LOFTIS RD
Address 2: PO Box: PO Box:
City: TRAVELERS REST TRAVELERS REST
State: SC Zip Code: 29690 Country: US SC Zip Code: 29690 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Code	User ID	Desc1	Desc2
EmailVerified	AmEmail	Receipt	CHARLESRUSSELL15@BI
Maint	Travisbw	Repair Maintenance	Status: Repairing
Estimate	Travisbw	Estimate Update	Status: ApprovalHold
ApprovalH...	System	Immediate SAP Allocation	
Expedite	pericert	From: Repair Bench	To: ApproveRack

- ☐ Shipping Hold
- ☐ Interface Hold
- ☐ Estimate Sent
- ☐ Parts Received
- ☐ Passed Inspection
- ☐ Return as Received
- ☐ Has Been Approved
- ☐ Internal Repair
- ☐ Exclude TATC

Current Status
ApprovalHold
11/3/2010 7:39:59 AM
Travisbw
ApproveRack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh

Close

supply - ILN/Prod

frmREInquiry

D1102R7XPIL

Tuesday, Nov 2 2010

2:34 PM

start

DMS - Desktop

frmRepairMain - F...

DMS - Desktop

Inbox - Microsoft

10:20 AM

RECEIVED
NOV - 4 2010

BY:.....

4944

22"
B.A. 1/06
2.5"

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: Rem. 710		Serial Number: 71274784	
Are you the original owner?: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		it is my wife. Stella Russell	
Name: Stella Russell		Date of Purchase: 05-14-2010	
Address (no PO Boxes): 189 Loftis Rd			
City: Travelers Rest		State: S.C.	Zip: 29690
Phone (Daytime): 864593-8126		Fax:	
E-mail Address: Charles Russell 15@Bellsouth.net			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: I went to shoot a deer when I push the safety off the gun Fired. Then I injected ANOTHER shell and push the safety off but it did NOT Fire But before I could place my shot it Fire AGAIN.			
THANK you			
Charles Russell			
The gun is my wife.			
Ammunition Information:			
Manufacturer: Remington		Type: express core-LOKT 270 win.	
Other (i.e. bullet weight/type, shot size, powder): 270 - 150Gr Core-lokt S.P. R270W4			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Remington oils AND other Rem. products.			
How often do you clean the bore? (Months or Number of rounds) TWICE A YEAR			
How often do you clean the action? (Months or Number of rounds) ONCE A YEAR			
How often do you clean the trigger assembly? (Months or Number of rounds) I have NOT yet.			
have NOT had the gun that long			
Brand of lubricant used:			

Return Address
Stella Russell
189 Loftis Rd
Travelers Rest 29690

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:

REMINGTON ARMS CO., INC

Service Division
 1000 Remington Ave
 P.O. Box 13357

IN YOUR FIREARM OR IN THE SAME BOX WITH THE
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE
 NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ing it.

- :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.)
- :: Remove all accessories from your firearm to prevent loss or damage.
- :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.
- :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

- :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)
- :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

Trig. Assm. set screws altered, Trig has
 No return, check over, replace TPA, clean
 + test fire at 1/2 normal charges.

Quote