

Remington Arms Co., Inc.
Product Service
Legal Case #:7483

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261474	3/12/2012	3/13/2012	3/13/2012				X

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Academy Sports		Academy Sports	2810 John Hawkins Pkwy	Hoover	AL	35244		W 205-403-6145
Incident		Willie Frank	Vann	609 Forest Rd	Hueytown	AL	35023		H 205-807-6174

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	fires when moved to safe position	Concern:1032 Safety not working properly		Unknown
C				

3/29/12 Per note with rifle, when a cartridge is in the chamber and the safety is switched to a safe position, the weapon fires. This does not happen everytime.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	710/270 WIN	27408	71210985	2/1/05	2/14/2005 11:32:07 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE,BASE,RINGS	U			

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
Return as received.						

Repair/Replacement Cost Repair/Replacement Date

3/29/12 Per Ilion, could not duplicate concern. Trigger is functioning as designed. Can offer to remove, clean, check over and test at 1/2 normal cost.cm 3/29 Manager at Academy said if no problems found, return as received.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/13/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	THIS STYLE TPA NO LONGER AVAIL.
Barrel	Description		22" 270 WIN
	Date Code		LZ
	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; Not Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

Estimating Report

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

www.remington.com

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 RE00261474	Serial Number / Description 71210985 Model 710 Center Fire Caliber: 270 WIN W/SCOPE	Date Received: 03/12/2012 Estimate Date: 03/13/2012 Date Printed: 03/29/2012
Customer: ACADEMY 1800 N MASON RD KATY, TX 77449 US		Return To: 64 ACADEMY SPORTS AND OUTDOORS 2810 JOHN HAWKINS PARKWAY HOOVER, AL 35244 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.

Problems	
Reported	Found
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments
could not duplicate concern, trigger is functioning as designed. can offer to remove trigger assm, check over, clean and test 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
4000114	Service	GR-SHIPPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000118	Service	GR-CLEAN	1	Billable	1	28.00	50	14.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50

Sub Total: 42.50

Est Sales Tax: 2.87

Grand Total: \$45.37

7483

227
L22/05
5#

 Firearm Repair - Customer Claim Ticket	
Today's Date	3/5/2012
Completed By	Jason Carter
Customer Information:	
Name	Willie Frank Vann
Owner	Yes
Address	609 Forest Road, Hueytown, AL 35023
Primary Phone Number	205-807-6174
Alternate Phone Number	
E-Mail Address	
Manufacturer/Repair Center Information:	
Manufacturer/Repair Center Address	Remington Arms Corporation, Inc. Attn: Arms Service Division/Repairs 14 Hoeffer Ave. Ilion, NY 13357
Phone Number	1-800-243-9700
Website	www.remington.com
Notes	
Firearm Information:	
Serial Number	71210985
Model	710
Type of Firearm	Rifle
Caliber/Gauge	.270
SKU	6920284
Reason for Repair	When a cartridge is in the chamber and the safety is switched to a safe position, the weapon fires. This does not happen everytime, but there is no sign of when it will happen.
RA # (if applicable)	
Return/Store Information:	
Store Contact	Academy Sports + Outdoors MOD 2810 John Hawkins Parkway Hoover, AL 35244
Store Phone Number	205-403-6145

RECEIVED
MAR 14 2012

BY: _____

Serial Number:

71210985

Model: 710



RE00261474

could not dup concern. TRIG is functioning as designed. can often to remove clean, check over + test at 1/2 hours cost.

Quote





