

Remington Arms Co., Inc.
Product Service
Legal Case #:9079

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
316658	7/30/2013	7/31/2013	7/31/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Francis	Doerschner	521 Upland Ave	Beaver	PA	15009		H 724-774-8662 E fdoerschner@comcast.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S FBC	Concern:1008	Fired on Bolt Closing	Unknown	
C				

Per CSR Notes on Service Request SR00057950, "Safety doesn't work, When he closes the bolt assembly, the firing pin is going off. Gun is firing, without pulling the trigger." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71103525	AX	3/5/2003 2:36:08 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE BASE	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
Offer to remove trigger assembly, clean, and test at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

8/1/13: Per Ilion, "trigger assembly has a dried and sticky lubrication residue causing sear to stick to side plates.can offer to remove trigger assembly, clean, check, and test fire at 1/2 normal cost." Called customer, he approved the repair and paid with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Examination	Examiner	B.TRAVIS	
	Exam Date	7/31/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4015	Improper Maintenance	
Barrel	Description	22" 270 WIN	
	Date Code	AX	
	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	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	

	Description		STANDARD SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	HAS A DRIED LUBE RESIDUE CAUSING SEAR TO STICK TO SIDE PLATES. WILL FOLLOW DOWN
	Pull	---Select---	4.5#
	Altered	False	SEALANR PRESANT
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry

Repair Number: **RE00316658** Serial: 71103525 Model 710 Center Fire Caliber: 270 Repairman:
 WIN Produced: 03/05/2003 SKU: 27408 Status: New 7/17/2013 11:52:13 AM

Verify Repair **High Priority** **9079**

ADDRESS INFORMATION

Customer	Received from	Return To	Received from
Name: FRANCIS DOERSCHNER		FRANCIS DOERSCHNER	
Address 1: 521 UPLAND AVE		521 UPLAND AVE	
Address 2: PO Box:		PO Box:	
City: BEAVER		BEAVER	
State: PA Zip Code: 15009 Country: US		PA Zip Code: 15009 Country: US	

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Contact Information	Received Condition	Accessories Received												
Phone:	Good	<table border="1"> <thead> <tr> <th>Code</th> <th>Desc</th> <th>Qty</th> </tr> </thead> <tbody> <tr> <td>A002</td> <td>Less Mag Box</td> <td>1</td> </tr> <tr> <td>A007</td> <td>With Stud</td> <td>2</td> </tr> <tr> <td>A016</td> <td>Scope Base</td> <td>1</td> </tr> </tbody> </table>	Code	Desc	Qty	A002	Less Mag Box	1	A007	With Stud	2	A016	Scope Base	1
Code	Desc	Qty												
A002	Less Mag Box	1												
A007	With Stud	2												
A016	Scope Base	1												
Fax:	Condition Notes:													
Email: fdoerschner@comcast.net	CSR Notes: When he closes the bolt assembly, the firing pin is going off. Gun is firing, without pulling the trigger.													
Comments:														

Repair Search Refresh Close

22"
A13/03
4.54

Travisbw - ILN/Prod

frmRepairMain

DMJ506CHW7IL

Wednesday, Jul 31 2013

4:01 AM

5:41 AM
7/31/2013

Serial Number:

71103525

Model: 710



RE00316658

RECEIVED
AUG 01 2013

BY:.....

T.A. has a dried + sticky lube residue causing SEAR to stick to side plates. CAN often to remove TPA, clean + check at 1/2 normal cost.

Q









