Remington Arms Co., Inc. **Product Service** Legal Case #:8714

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed** Obsolete **Incident Date** Pre Lit Lit 3/15/2013 3/18/2013 3/20/2013 304831 X

Customer Information

Street Type Business First Name Last Name City State Zip Age Contact H 760-720-0696 2035 Cordoba Place Carlsbad CA 92008 Incident Greg Dukes E dukesconstruction@att.net

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

ΡI

PD Cause:4013 Broken or Missing Parts

S Fired with Safe on

Concern:1028 Fired With Safe ON

Unknown

SR# 45935 - Customer wrote a note on the service request: "this gun has fired 2 times by itself, 1 x when it fell over on the ground and 1 x when it got pushed to the side when standing up against a tree, with the safe on". df

Firearm Information

Mfg. Model/Ga. SKU Serial Bbl. DOM Type

710/3006 SPRG 27410 Remington CF/BA 71118877 KX 5/22/2003 8:56:41 PM

Date Purchased Where Purchased Accessories **Original Owner** U

MT SPORTS, LLC

CONCERN: FIRES BY IT SELF AND FIRED WITH SAFETY ON

Ammunition Information - None Defined Other Products Information - None Defined Settlement

Remington/710/CF/BA

Cash Cash Reim. Settlement Release of Claims Release Date Reimbursement Date Settlement Date APV APV

Replace w/85633 in exchange @ n/c

Repair/Replacement Repair/Replacement Cost Date

3/20/13: Ilion cannot fix the rifle because the needed part is no longer available. Replace with ramac 85633 in exchange at n/c. SAP Order# 1482899. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		3/18/2013
Examination	Product Type		RF
II .	Action Type		A
	Assigned To		S.NICHOLS

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Cause	4013	Broken or Missing Parts	INSERT IS CRACKED,COULD NOT DUPLICATE AT BENCH. WAS UNABLE TO CLOSE BOLT WITH A DUMMY IN THE CHAMBER. TRIGGER ASSEMBLIES ARE NO LONGER AVAILABLE FOR REPAIR.
Barrel	Description		22" 3006 SPRG
	Date Code		KX
	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	
	Block Condition	Select	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	Select	
Magazine	Condition	Select	
	Box Condition	Slightly Worn; Functioning	
Overall	Exterior Condition	Worn; Not Functioning	METAL WORN,RUSTY
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	Select	
Receiver	Condition	Slightly Worn; Functioning	
<u></u>	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	Select	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False

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Feeding Test	Tests	False	
Trigger	Condition	Abused; Not Functioning	INSERT IS BROKEN/CRACKED
	Pull	Select	6#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

Madison, NC 27025-0700

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

www.remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. ENCLOSE THIS DOCUMENT WITH YOUR RETURN.

22" 10,5/0:

SR00045935

Serial Number / Description umber

71119877

Model 710 RIFLE

Customer **GREGG DUKES** 2035 CORDOBA PLACE CARLSBAD, CA 92008 US

Date of Request: Date Printed:

02/21/2013 02/21/2013

Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US

Email: dukesconstruction@att.net

-Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed,

Reason For Return

M307 - BROKEN TRIGGER TRIGGER GUARD

on the ground and a when it got pushed to the side when standing up against a tree guith the soft on.

Parts And Service Details ... Material

Type

Description

Oty Needed

Warranty

BY:....

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total: Est Sales Tax:

.00 .00

Grand Total:

\$.00

Greg Dukes 2035 Cordoba Place Carlsbad CA 92008 e-mail <u>dukesconstruction@att.net</u> phone: 760 622 7117

Remington Arms SERVICES SR#s;00045935 14 Hoefler Ave Ilion, NY 13357 US

Re Problem with Remington 710 gun.

Numbers on the gun 56 kx 12 71118877

Remington representative I talked to 02/21/2013 at 11.15am Aaron.

Copy of Proof of purchase and owner registration sticker included











