

Remington Arms Co., Inc.
Product Service
Legal Case #:9273

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
323345	10/7/2013	10/8/2013	10/8/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Rusty	Stafford	4922 Beech St	Bellaire	TX	77401		H 713-667-3281 E staffordservices@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Unexplained Discharge - No Mention of Safety Position	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

Per SR00063042 Service Request Section, "Consumer stated that the firearm went off without touching the trigger."
jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71104997	AX	3/11/2003 10:45:21 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP		U			

CONCERN: FIRED WITHOUT TOUCHING TRIG

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
Remove and clean trigger assembly, function check and test fire at 50% discount.						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$8					

10/10/13: Per Ilion, "could not duplicate concern. Trigger assembly and action dirty, sticky and rusty. Check over completely. Remove and clean trigger assembly, function check and test fire at 1/2 normal cost. Repair recoil pad."
jbi 10/11/13: I called customer with quote. He approved with credit card. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/8/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		AX
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Missing	
	Exterior Condition	Worn; Functioning	VERY DIRTY INSIDE AND OUT
	Stock Condition	Worn; Functioning	DIRTY. RECOIL PAD BROKEN
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
	Condition	Slightly Worn; Functioning	VERT DIRTY

Trigger	Pull	---Select---	5#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

Quotation

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com

Estimating Report

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

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	Serial Number / Description	Date Received:
RE00323345	71104997	10/07/2013
	Model 710 Center Fire Caliber: 270 WIN	Estimate Date: 10/08/2013
		Date Printed: 10/11/2013

Customer:

RUSTY STAFFORD
4922 BEECH STREET
BELLAIRE, TX 77401 US

Return To:

RUSTY STAFFORD
4922 BEECH STREET
BELLAIRE, TX 77401 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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Found

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Technician Comments

could not duplicate concern.trigger assembly and action dirty, sticky and rusty.check over completely.remove and clean trigger assembly,function check and test fire at 1/2 normal cost. repair recoil pad.

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-SHIPING & 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
4000244	Service	GR-PARTS USED IN REPAIRS (MISC)	20	Billable	20	1.00	50	10.00

Sub Total: 52.50

Est Sales Tax: 3.54

Grand Total: \$56.04

Serial Number: 71104997

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22"
A43/03
54

Repair Number: RE00323345



Repair Type FIREARM Customer Repair HIGH Priority	Serial Number Description Model 710 Center Fire Caliber: 270 WIN <u>9273</u>	Repairman: Date Received: 10/07/2013 Estimate Date: Date Printed: 10/08/2013
Customer: RUSTY STAFFORD 4922 BEECH STREET BELLAIRE, TX 77401 US		Return To: RUSTY STAFFORD 4922 BEECH STREET BELLAIRE, TX 77401 US
Phone (H): 713-667-3281 Phone (W):		Fax: Email: staffordservices@yahoo.com

Reported M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Problems Found
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Repair information					
Material Number	Material Description	Material Type	Bill Action	Discount	Qty Needed

Serial Number:

71104997

Model: 710



RE00323345

RECEIVED
OCT 10 2013

BY:.....

Problem/Condition Notes					
<p>could not dup. concern T.A. + Act. dirty + sticky, check oven comp. Remove + clean T.A. function which + test at 1/2 normal cost. top present and. Q</p>					
Repairman	Proof	Clean	Test	Target	Pattern
Gallery Tester	Date	Date	Date	Date	Date
Accessories Received					
1 - Less Mag Box 2 - With Stud					









