

Remington Arms Co., Inc.  
Product Service  
Legal Case #:3089

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
159179	1/17/2009	1/19/2009	1/19/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Bayou Country Gun Repair		Bayou Country G	17934 River Road	Montz	LA	70068		W 985-652-9089

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4013 Concern:1007	Broken or Missing Parts Fired on Safe Release	Unknown	

Customer dropped rifle from tree stand. Sometimes when you take it off safe it goes off. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/270 WIN	27408	71090137	XW	12/3/2002 3:20:24 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY CORP	SCOPE BASE	U			

CONCERN:GUN FELL FROM TREE STAND,NOW IT SOMETIMES FIRES WHEN YOU TAKE SAFETY OFF

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
Repair at 1/2 normal charges as goodwill gesture	Repair/Replacement Cost	Repair/Replacement Date				
		1/21/2009				

1/21/09: Repair at 1/2 normal charges as goodwill gesture. \$52.00. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/19/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4013	Broken or Missing Parts	
	Description		22" 270 WIN

Barrel	Date Code		XW
	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; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/710 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Abused; Not Functioning	RECEIVER INSERT BROKEN
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

**Repair Inquiry**

Repair Number: **RE00159179**    Serial: 71090137 Model: 710 Center Fire Caliber: 270 WIN Produced: 12/03/2002    Repairman: Bruce Travis  
 Verify Repair    Status: Repairing 1/19/2009 3:30:04 PM

**Address Information**

Customer:  Received From    Return To:  Received From

Name: **BAYOU COUNTRY GUN REPAIR**    **BAYOU COUNTRY GUN REPAIR**  
 Address 1: **17934 RIVER ROAD**    **17934 RIVER ROAD**  
 Address 2:    PO Box:    PO Box:  
 City: **MONTZ**    **MONTZ**  
 State: **LA**    Zip Code: **70068**    Country: **US**    State: **LA**    Zip Code: **70068**    Country: **US**

FPL: **5 72 095 01 1B 11053 022011**

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing
<b>Date</b>	<b>Code</b>	<b>User ID</b>	<b>Desc1</b>	<b>Current Status</b>
1/17/2009 9:44:4	New	sanguinegf	Repair Added	Repairing
1/17/2009 9:50:5	Expedite	sanguinegf	From: Check In	1/19/2009 3:30:04 PM
1/19/2009 7:37:4	Expedite	Travisbw	From: Product Services	System
1/19/2009 7:44:2	Estimate	Travisbw	Estimate Update	ApproveRack
1/19/2009 8:25:4	Expedite	penceil	From: Repair Bench	Repair Location
1/19/2009 3:29:2	Update	supryll	Address, Billing, or Ship Method C	ILN
1/19/2009 3:29:3	Approved	supryll	Letter	Current Location
1/19/2009 3:30:0	Repairing	System	Immediate SAP Allocation	ILN
				Transfer Number

Shipping Hold     Interface Hold     Estimate Sent     Parts Received     Passed Inspection     Return As Received     Has been Approved     Internal Repair

**Repair Search**    **Refresh**    **Close**

*Cause - Broken or Missing Parts*

xw 12/02  
22"  
4.5"



3089

**BAYOU COUNTRY GUN REPAIR**  
**17934 River Road**  
**Montz, Louisiana 70068**  
(985) 652-9089 L J St. Germain FFL# 72-11053

REMINGTON SERVICE DEPT.

Sirs

ENCLOSED IS 1-M/710 CUST.  
DROPPED RIFLE FROM DEER STAND  
IT DOES NOT WORK RIGHT. SOMETIMES  
WHEN YOU TAKE IT OFF SAFETY IT GOES OFF  
PLEASE GO THRU IT AND PUT BACK IN  
GOOD SHAPE.

THANK YOU

*L J St. Germain*

VISA. #

credit card # redacted

Serial Number: **71090137**

Model: **710**



**RE00159179**

Rec. insert is broken. check over  
up in as needed at 1/2 normal  
changes Good-will gesture.

Approved per letter Quote  
under \$ 75.00  
FLS

Remington Arms Co., Inc.  
 Product Service  
 Legal Case #:2566

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		7/31/2008					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jim	Brown						H 573-315-8884

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	went through buddies trailer	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown
S				
C				

7/31/08 Mr. Brown says he has called in May, Feb, and Nov and they were going to send him an ARS but he's never received one. He said he took the safety off and it went through his buddies trailer. He bought new, no alterations or work has been done to his rifle. Wants a 770 .270 as replacement. cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	710/30-06	27410	71069233		7/17/2002 5:07:09 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART DC 6003R-REGULAR		U			

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
	Repair/Replacement Cost	Repair/Replacement Date				

7/31/08 He said his dealer is shipping it in for him since he never received the ARS. He said it could be that his kids got it and didn't give it to him. cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment