

Remington Arms Co., Inc.
Product Service
Legal Case #:2314

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 143857 | 4/7/2008 | 4/8/2008 | 4/8/2008 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|------------------|------------|-------|-------|-----|----------------|
| Reporter | | Robyn | Fox | 6953 Gordon Blvd | Burlington | KY | 41005 | | H 859-384-4103 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|--------------------------------------|------------------------------------|-------------------|----------------|
| PI | | | | |
| PD | Cause:4038 | Could Not Duplicate Concern | | |
| S | gun goes off without pulling trigger | Concern:1008 Fired on Bolt Closing | | Unknown |
| C | | | | |

4/9/08-correspondence from repair-gun will not chamber a shell and when it does the gun goes off without pulling the trigger.lw

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|-----------|-------|------------|-------|----------|------|------------------------|
| Remington | CF/BA | 770/300 WM | 85636 | 71413154 | RB | 11/15/2007 12:58:09 PM |

| Date Purchased | Where Purchased | Accessories | Original Owner |
|----------------|---------------------------|-----------------------|----------------|
| 12/22/2007 | WAL-MART SUPERCENTER 0584 | SCOPE,BASE,RINGS,CAPS | Y |

CONCERN:GOES OFF WITHOUT PULLING TRIGGER

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-------------------|-------------------|--------------|---------------|-----------------|----------------|---------------|
| Replace TA at n/c | | | | | | |


| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| 35 | 4/9/2008 |

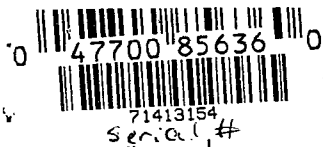
4/9/08-replace tpa at n/c under warranty.lw

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 4/8/2008 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| | Description | | 24" 300 WM |
| | Date Code | | RB |
| | Bore Plugged | False | |

| | | | |
|--------------|------------------------|----------------------------|-----------------------|
| Barrel | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Like new; Functioning | |
| Bolt | Firing Pin | Like new; Functioning | |
| | Shroud | Slightly Worn; Functioning | |
| | Face | Slightly Worn; Functioning | |
| | Handle | Like new; 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 | Like new; Functioning | |
| | Notch Condition | ---Select--- | |
| Magazine | Condition | ---Select--- | |
| | Box Condition | Like new; Functioning | |
| Overall | Exterior Condition | Like new; Functioning | |
| | Stock Condition | Like new; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Like new; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/770 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | N/A |
| | Notch | Like new; Functioning | |
| | Tests | Test Fired | False |
| Feeding Test | | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | ---Select--- | 4# |
| | Altered | False | |
| | Sub-Assembly | Other Remington | |





2314

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

| | | | |
|--|--|----------------------------|------------|
| Model Number: 770 w/scope | | Serial Number: 71413154 | |
| Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| Name: Robyn Fox | | Date of Purchase: 12/22/07 | |
| Address (no PO Boxes): 10953 Gordon Blvd | | | |
| City: Burlington | | State: Ky | Zip: 41005 |
| Phone (Daytime): 859-384-4103 | | Fax: | |
| E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington. | | | |
| Please describe your problem: The gun will not Chamber a shell and when it does the gun goes off without pulling the trigger. could not duplicate concern. check over completely. replace TPA, clean AT N/C manually | | | |
| Ammunition Information: | | | |
| Manufacturer: | | Type: | |
| Other (i.e. bullet weight/type, shot size, powder): | | | |
| Handload Information: | | | |
| Powder Used: | | Powder Weight: | |
| Case/Hull Used: | | Primer Used: | |
| Bullet Type/Shot Size: | | Reloader Used: | |
| Firearms Care (Cleaning and Lubrication): | | | |

24"
RD 11/07
4#

Serial Number:

71413154

Model: 770



RE00143857

of rounds)
r of rounds)
or Number of rounds)

| |
|--|
| How often do you lubricate the bore? (Months or Number of rounds) |
| How often do you lubricate the action? (Months or Number of rounds) |
| How often do you lubricate the trigger assembly? (Months or Number of rounds) |
| Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| Comments: |
| When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i> |
| What were the services performed? |
| Ship your INSURED firearm by either UPS or Parcel Post to: |
| REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357 |
| <p>⚠ WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p> :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier. </p> <p>Charge repairs will be processed using the following guidelines:</p> <p> :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. </p> |

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Please complete a survey about
today's store visit at:

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following online:

STORE #: 0584
ID #: 2661919
PASSWORD: 2920

IN RETURN FOR YOUR TIME YOU COULD
RECEIVE ONE OF FIVE \$1000
WALMART SHOPPING CARDS

Must be 18 or older and a legal
resident of the 50 US or DC to
enter. No purchase necessary to
enter or win. To enter without
purchase and for complete official
rules visit
www.entry.survey.walmart.com.
Sweepstakes period ends on the date
shown in the official rules. Survey
must be taken within TWO weeks
of today.

Esta encuesta también se encuentra
en español en la página del Internet

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MANAGER MELISSA ESTEP

(859) 824 - 0575

DRY RIDGE, KY

| | |
|-----------------------|-----------------------|
| ST# 0584 DP# 00004970 | TE# 77 TR# 03022 |
| RIFLE | 004770085636 299.87 X |
| EAR BUDS | 002125215295 4.46 X |
| ZZ/S.GOSPEL | 001509576132 9.72 X |
| ROLL WRAP | 694312730032 2.97 X |
| TINS | 007867806488 3.00 X |
| MEN REG JEAN | 008408470810 15.24 X |
| CD BOOMBOX | 004431950382 38.97 X |
| | SUBTOTAL 374.23 |
| | TAX 1 6.000 X 22.45 |
| | TOTAL 396.68 |
| | ECA CHECK TEND 406.68 |
| | CHANGE DUE 10.00 |

When you provide a check as payment,
you authorize us to use information
from your check to process a one-time
Electronic Funds Transfer (EFT) or
draft drawn from your account, or
process the payment as a check
transaction. You also authorize us to
process credit adjustments, if
applicable.

If your payment is returned unpaid,
you authorize us to collect your
payment and the Return Fee amount
below by EFT(s) or draft(s) from your
account. If you are presenting a
corporate check, you make these
representations as an authorized
corporate representative and agree
that the corporation will be bound by
the NACHA rules. Call 888-905-3388
with any questions.
RETURN FEE AMOUNT 25.00

Remington Arms Co., Inc.
Product Service
Legal Case #:3351

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 163258 | 2/27/2009 | 3/23/2009 | 3/23/2009 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|------------|-----------------|------------|--------------|-----------|-------|-------|-----|----------------|
| Reporter | Gander Mtn | Scott - gunsmit | Gander Mtn | 66 Mall Pkwy | Pennsdale | PA | 17756 | | W 570-546-1040 |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|---------------------------------------|--|-------------------|----------------|
| PI | | | | |
| PD | | | | |
| S | Gun fired when pushing safety to fire | Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release | Unknown | |
| C | | | | |

Gunsmit at Gander stated - Customer brought gun in 2 days after purchase. Customer stated he shot 2 shots & had problems opening the bolt. When he loaded again he stated that while pushing the safety to fire the gun went off without the trigger being pulled. The gunsmit completed 3 test fires & could not duplicate any of the above problems. dmf

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|----------------|---------------------------|------------------|----------------|----------|------|-----------------------|
| Remington | CF/BA | 770/7MM REM MA | 85635 | 71444314 | CC | 4/24/2008 10:18:02 AM |
| Date Purchased | Where Purchased | Accessories | Original Owner | | | |
| | GANDER WAREHOUSE #1/Leban | SCOPE.RINGS,BASE | U | | | |

CONCERN:FSR

Ammunition Information

| Mfg. | Type | Cal./Ga. | SKU | UPC | DOM | Mfg. Code |
|---------|-------|----------|--------|-----|-----|-----------|
| * | / | 270 WIN | | | | |
| Concern | Other | Factory | Reload | | | |
| 0: | | | | | | |

Other Products Information - None Defined

Settlement

| Settlement | Release of Claims | Release Date | Reimbursement | Cash Settlement | Reim. Date APV | Cash Date APV |
|-----------------------|-------------------------|-------------------------|---------------|-----------------|----------------|---------------|
| Repair under warranty | | | | | | |
| | Repair/Replacement Cost | Repair/Replacement Date | | | | |
| | \$41.65 | 3/28/2009 | | | | |

3/28/09: Per Fred S. - check over, replace TPA to restore confidence in rifle at no charge - warranty. dmf

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|--------------|-----------------------------|-----------------|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 3/23/2009 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 24" 7MM REM MAG |
| | Date Code | | CC |
| | 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; Functioning | |
| | Stock Condition | Slightly Worn; Functioning | |
| | Fore End Condition | ---Select--- | |
| Receiver | Condition | Slightly Worn; Functioning | |
| | Bulged | False | |
| Safety | Description | | STANDARD M/770 SAFETY |
| | Function | Like new; Functioning | |
| | Sub-Assembly | Non-ISS | |
| Sear | Lift | ---Select--- | N/A |
| | Notch | Like new; Functioning | |
| Feeding Test | Tests | Test Fired | False |
| | | False | |
| Trigger | Condition | Like new; Functioning | DELAY/WON'T FIRING AFTER AGGRESSIVELY CLOSING BOLT |
| | Pull | ---Select--- | 4# |
| | Altered | False | |
| | Sub-Assembly | Other Remington | |



Service Request
Service Order # 3343

cc 4/10/08
24"
y#

3351

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00726
14 Hoefler Ave

Ilion, NY 13357

Attn:

Date Shipped: 02/20/2009

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 8-23-041-01-7B-01570

Attn: Gun Parts Dept.

Customer's gun

66 Mall Parkway

Pennsdale, PA 17756

phone # 510-546-1040

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: 71444314

Model: 770

Cal/Ga.: .270cal

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 770

REASON FOR RETURN:

Customer brought gun in 2 days after purchase. He stated that he shot two shots and he had problems opening the bolt. When he loaded again he stated that while pushing the safety to fire the gun went off without the trigger being pulled. I completed 3 test fires and could not duplicate any of the above problems. The customer insisted that the gun go back to the manufacturer.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Scott Letterman

(570) 546-1040

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain Company**
Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

*check over replace
TPA to restore confidence
warranty. N/C*

Serial
Number:

71444314

Model: **770**



RF00163258

Address Information

| | | | | | | |
|----|--|--|--|--|--|--|
| EE | | | | | | |
|----|--|--|--|--|--|--|

Repair Search

Refresh

Close