

Remington Arms Co., Inc.
Product Service
Legal Case #:6845

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
246959	11/14/2011	11/15/2011	11/15/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Troy	Keeth	22728 SW Saunder Dr	Sherwood	OR	97140		C 503-708-8245

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038 Could Not Duplicate Concern		Unknown	
C	Fired with Safe on			

Customer sent gun in w/note. He stated that rifle fired w/Safe on. He stated the safety seems to be broken. He stated he had to call Remington 5 times to get a box for shipping the rifle & it has kept his son from hunting this year. He stated he's not sure if he will buy another Remington because customer service has been poor & the scope that came on the gun was broken. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	M71660716	BF	1/29/2011 9:34:10 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	MT SPORTS, LLC		U

CONCERN:SAFETY BROKEN,WILL NOT FIRE IN FIRE POSITION

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
Per Ilion - Repair @ n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41.88	12/5/2011				

Per Ilion - Could not duplicate concern. As a goodwill gesture & to restore confidence in the rifle, will replace TA & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/15/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE

Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		BF
	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		M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

~~578~~
6845
Troy Keeth
22728 SW Saunders Dr Sherwood
OR 97140
Cell 503-708-8245

- ① The Safty is broken sometimes will not fire in the fire postion. ~~the~~ I half TO flip the Safty back and forward side to side and IT will fire. Found ~~that~~ when ^{the} last time I ~~sa~~ shot the Rifle it jamed and fired in the Safty postion. At This point the Gun is unsafe!

After 5 calls and over 1 month I got this box. TO ship my ^{new} Gun back, that keep my son from hunting this year.

~~I have got Remington 887~~

DONT know if I will buy a Remington Again. Because Costumer Service has been very poor and Quilty of my sons frist Gun is very poor. Also The cheap scope that came with it was broken

RECEIVED
NOV 21 2011

BY:.....

22"
RF/11
5#

Serial
Number:

M71660716

Model: 770



RE00246959

could not duplicate concern.
As a Good-will Gesture to
restore confidence in RPL
will replace TPA, & Test fire
A.T. N/C

#260974





