

Remington Arms Co., Inc.
Product Service
Legal Case #:8174

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
293165	12/14/2012	11/16/2012		11/12/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Frederick	Etcheverry	5507 S.E. 32nd	Des Moines	IA	50320		C 515-661-3717

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in wall and couch	Cause:4038 Could Not Duplicate Concern		Unknown
S		Concern:1020 Fired on Bolt Opening		
C				

11/16/12 Per call from Frederick, on Monday he bought a new 770 from Bass Pro and had loaded it and was working the action. He remembered he had one round still in the magazine and was going to unload it and when opening the bolt it fired. The safety was on and his finger was not on the trigger. It put a hole in his wall and couch.cm 1/4 Etcheverry said he did not disassemble the firing pin. If it came from the factory disassembled that we should cover damages.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WIN MA	85648	M71868661	DG	9/26/2012 11:23:42 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	AMERICAN ROD & GUN	SCOPE,RINGS,BASE	Y			

CONCERN: FBO

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/770/CF/BA

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

Repair/Replacement Cost Repair/Replacement Date

11/16/12 Mailing ARS.cm 1/4/13 Called Etcheverry to let him know we could not duplicate issue after reassembling the firing pin and would not cover property damage.cm 1/7 Emailed lilion to check tamper evident seals are in place and add that to the pictures.cm 1/11/13 Spoke with D. Watkins, ok'd covering cost of repairs. Called Etcheverry and he will send quote for car repair and couch. I already have wall repair receipt. We will assemble and test the 770. Will send release to be signed.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/17/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	REASSM THE FIR PIN FOR EXAMINATION
Barrel	Description		24" 300 WIN MAG
	Date Code		DG
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Worn; Functioning	HEADED WITH X-MAX PLUGS ONLY
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	REC'D WITH FIR PIN UNASSM NO DAMAGE TO FIR PIN
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	SEALANT NOT PRESENT
	Sub-Assembly	Other Remington	



Proposal

PROPOSAL NO. _____
SHEET NO. _____
DATE _____

PROPOSAL SUBMITTED TO: NAME Melissa Etcheverry WORK TO BE PERFORMED AT: ADDRESS 5507 SE 32nd Street +
ADDRESS Des Moines, IA 50320 ADDRESS 5513 SE 32nd Street
PHONE NO. 515-897-8885 ARCHITECT _____

We hereby propose to furnish the materials and perform the labor necessary for the completion of _____
patch holes due to bullet hole

3156
11-13-13
Tim Petticord
one hundred seventy dollar and 00/100
☐ TAX DEDUCTIBLE ITEM
Memo _____
For enhanced security your account number will not be printed on this copy
NOT NEGOTIABLE

BAL. FOR'D	170.00
ITEM AMOUNT	
BALANCE	
DEPOSIT	
FOR'D	

☒ Track Your Expenses...
☐ Auto/Travel ☐ Education ☐ Medical/Dental
☐ Business ☐ Entertainment ☐ Savings
☐ Charities ☐ Food ☐ Taxes
☐ Clothing ☐ Home ☐ Utilities
☐ Dependent Care ☐ Insurance ☐ Other

All material is guaranteed to be as specified, and the above work to be performed in accordance with the drawings and specifications submitted for above work and completed in a substantial workmanlike manner for the sum of 170.00 Dollars (\$ 170.00) with payments to be made as follows.

Any alteration or deviation from above specifications involving extra costs will be executed only upon written order, and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control.

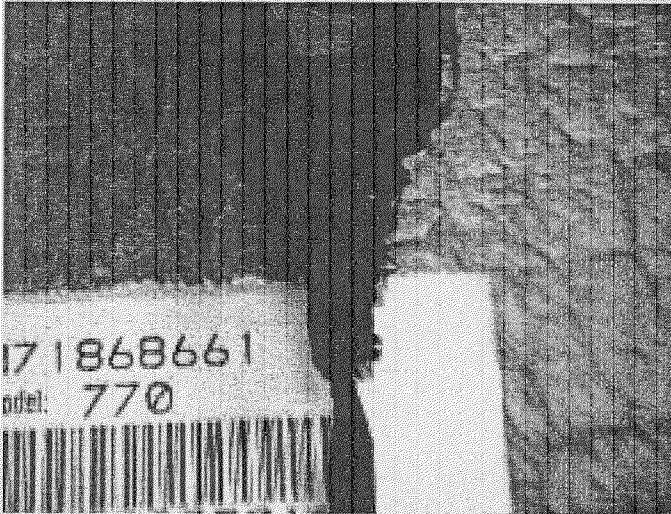
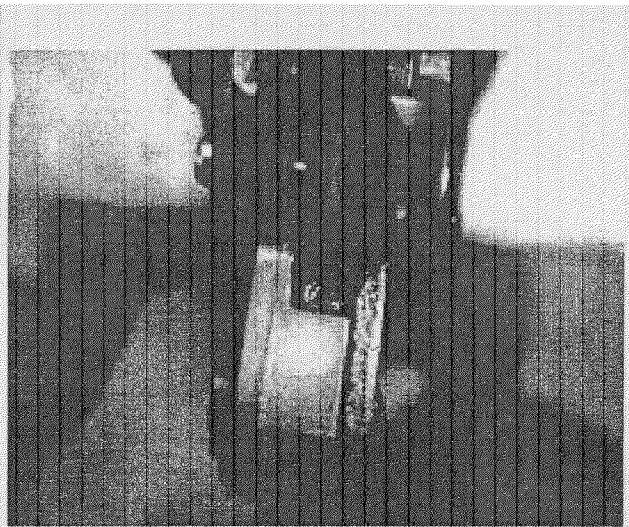
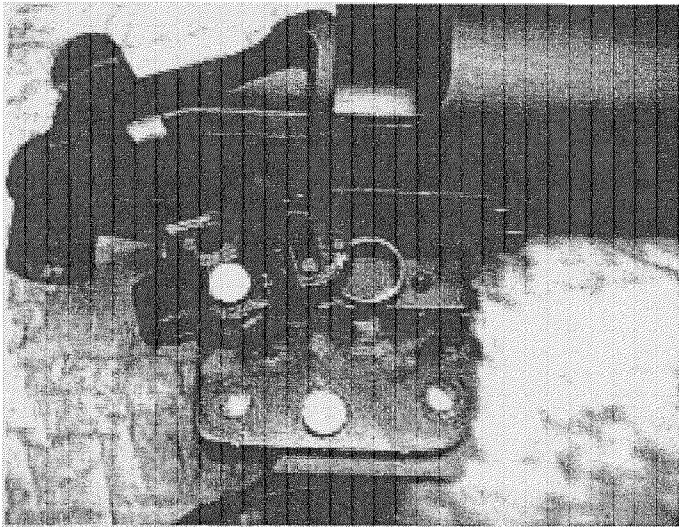
Respectfully submitted Petticord Restoration
Per _____

Note -- this proposal may be withdrawn by us if not accepted within _____ days.

ACCEPTANCE OF PROPOSAL

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payments will be made as outlined above.

Signature _____
Date _____ Signature _____



2411
06/9/12
5#

8774

COPY

November 16, 2012

Frederick Etcheverry
5507 S.E. 32nd St
Des Moines, IA 50320

Subject: Case # 8174, Model 770, SR # 35266

Dear Mr. Etcheverry,

I am sorry to hear of the problems you had with the Remington firearm. Please include a copy of this letter with the rifle as well as the Service Request form. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the product is logged in correctly.**

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

Serial
Number:

M71868661

Model: 770



RE00293165

RECEIVED
DEC 19 2012

BY:.....

Remington Arms Company, LLC • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

November 29, 2012 - Mailed 12/11/12

Remington Arms Company, LLC
Consumer Affairs Administrator
870 Remington Drive
PO Box 700
Madison, NC 27025

Re: Frederic Etcheverry
Case #8174, Model 770, SR#35266

Dear Ms. Mitchell,

Thank you for your response regarding the firearm I purchased. I have included the information you requested with the firearm, as well as, the following:

- Pictures of the property damage sustained as a result of the defective firearm
- Invoice for a portion of the repair to the damage sustained as a result of the defective firearm
- Original receipt for purchase of the defective firearm
- Written statement from Frederic Etcheverry regarding defective firearm

Please contact us after review of this information to discuss how you plan to resolve the damage sustained as a result of this defective firearm and reimbursement for the defective firearm. Damage to the walls in the Frederic and Melissa Etcheverry residence, Frederic Etcheverry's vehicle damage, and the couch at the Linda Collicott residence have not yet been repaired. Repair was made to the dry wall and outside wall of the Linda Collicott home, along with the south outside wall of the Frederic and Melissa Etcheverry home.

We appreciate your prompt attention to this request and would like a response within 30 days of the date of this letter.

Sincerely,

Frederic Etcheverry

Frederic and Melissa Etcheverry
5507 SE 32nd Street
Des Moines, IA 50320
515-897-8885



Get the latest on store events
and product demonstrations...

"LIKE"

Bass Pro Shops Altoona
on FACEBOOK!

Sales Person: Nick

043 P Utall Pro 770 Pkg Bpe 349.99
1401599 Rewards Points: 350

Outdoor Rewards Number: *****6538
Total Points Earned: 350
Balance: \$18.82

Items: 1	Subtotal	\$349.99
Sales Tax	\$349.99 @ 6.0%	\$21.00
TOTAL		\$370.99

AMEX (****04/REF:200389) \$370.99
AUTH CODE:664645

November 29, 2012

On Monday November 12, 2012, I purchased a rifle at Bass Pro Shop in Altoona, Iowa. This is a Remington Rifle Model WTail Pro 770 for the price of \$349.99 + tax for a total of \$370.99. (see attached receipt) When I came back home, I decided to open the box and examine my new rifle. I installed the bolt on the rifle, then read the owner's manual and got familiar with the safety system and safety procedures recommended by Remington for this type of firearm. I loaded 3 cartridges into the magazine in order to verify that the magazine was okay. Next, I unloaded the magazine. Before I realized I had left one cartridge in the magazine, I inserted the magazine into the rifle. I checked and made sure that the safety was on and tried to remove the magazine. I could not remove the magazine so decided to load the chamber and eject the cartridge from the chamber by opening the bolt and pulling it fully rearward twice, in order to load and eject the cartridge. At this time the safety was on. When I opened the bolt the second time the rifle discharged accidentally. I'm 100 % sure that the safety was on because I checked that at each phase of the process. My finger was not on the trigger. My right hand was busy with the bolt and I was holding the stock with my left hand. The rifle discharged and created damage to our home and our neighbor's home. We are all very thankful no one was in line with the bullet and that we only sustained property damage as a result of the defective gun.

The bullet passed through the wall in our living room and into the garage. While passing through the garage, the paint and rear glass on my vehicle got damaged. Then the bullet passed through the external wall of the garage of my home and through the external wall then internal wall of my neighbor's home, only to be stopped by a couch. Please see attached photos of damage sustained. I'm persuaded that this incident should not happen at any time and a rifle with a safety "On" should not fire at any time.

I would like to add that I'm familiar with and have over 25 years' experience with the use of firearms of many types. I've been hunting for many years and have been trained with regard to the use of firearms in the military.

Sincerely,

Frederic Etcheverry

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8174

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.**

Service Request Number	Serial Number / Description	Date of Request:
SR00035266	M71868661	11/16/2012
	Model 770 RIFLE Caliber: 300	Date Printed: 11/16/2012
Customer:	Destination:	
FREDERICK ETCHEVERRY	Arms Services	
5507 S.E. 32ND ST	14 Hoefler Ave	
DES MOINES, IA 50320 US	Ilion, NY 13357 US	
Email:	Email:	

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

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Prod Serv #8174

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total: .00

Est Sales Tax: .00

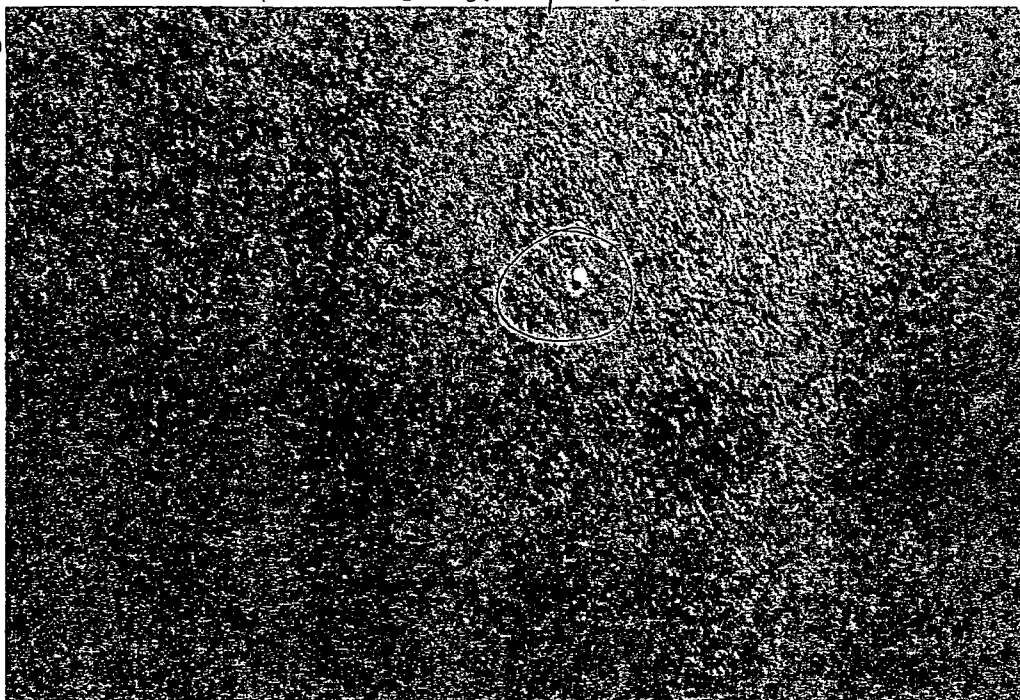
Grand Total: \$.00

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

Model Number: 770		Serial Number: 35266	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Frederick Etcheverry		Date of Purchase: 11/12/12	
Address (no PO Boxes): 5507 SE 32nd Street			
City: Des Moines		State: IA	Zip: 50320
Phone (Daytime): 515-		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: See attached letters + documentation			
500 characters left			
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:	

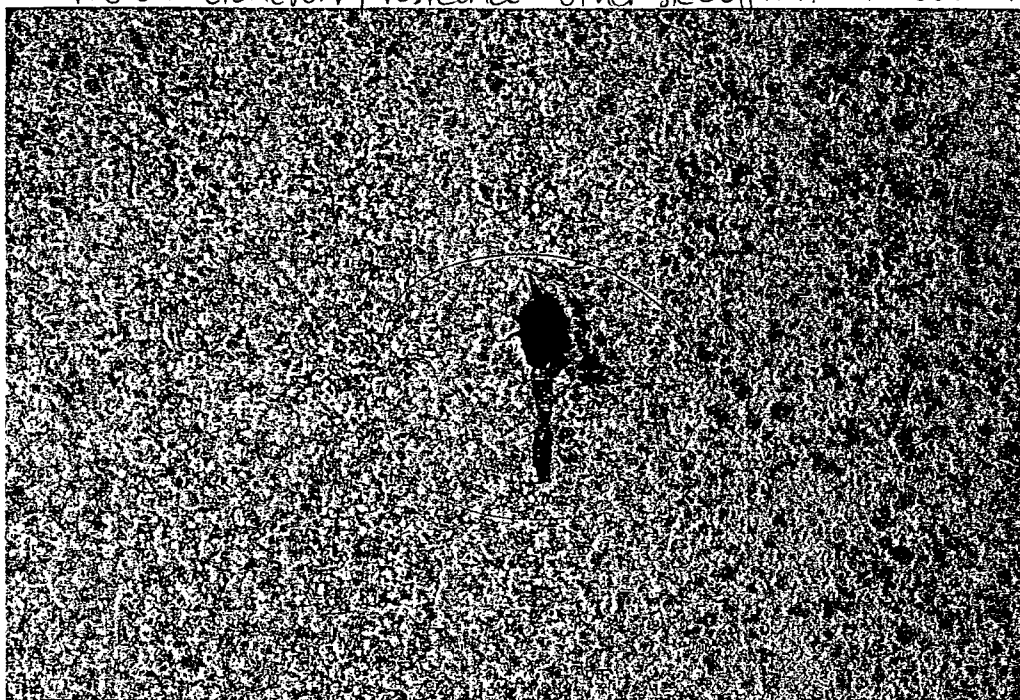
Frederic Etcheverry residence - initial bullet hole

①

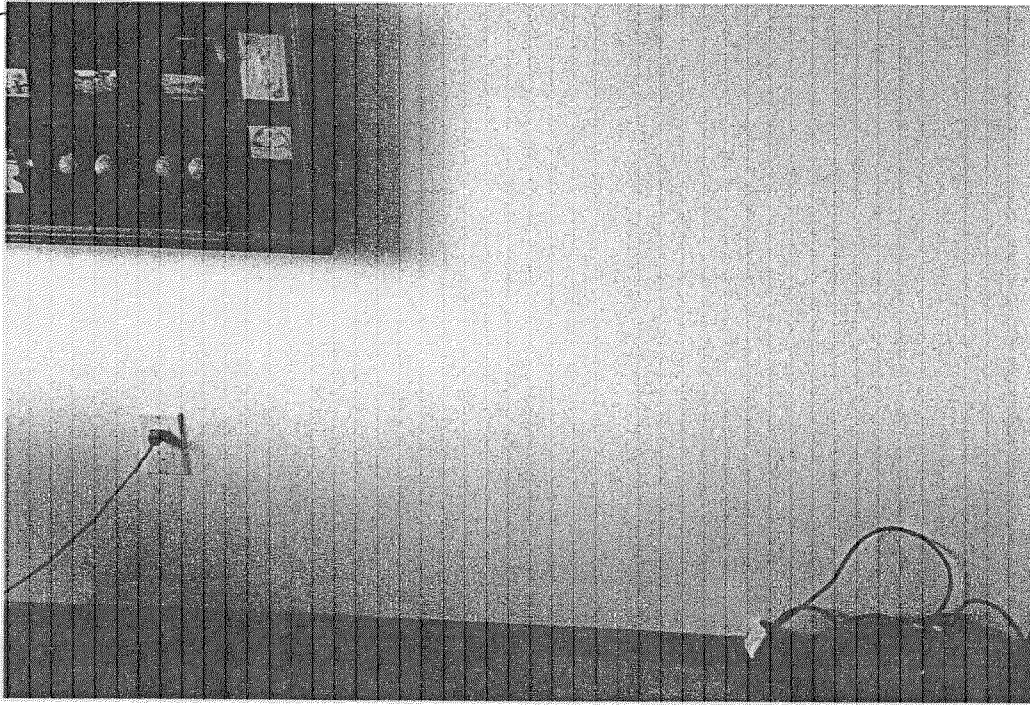


Frederic Etcheverry residence - other side of initial bullet hole - passed into garage - North wall

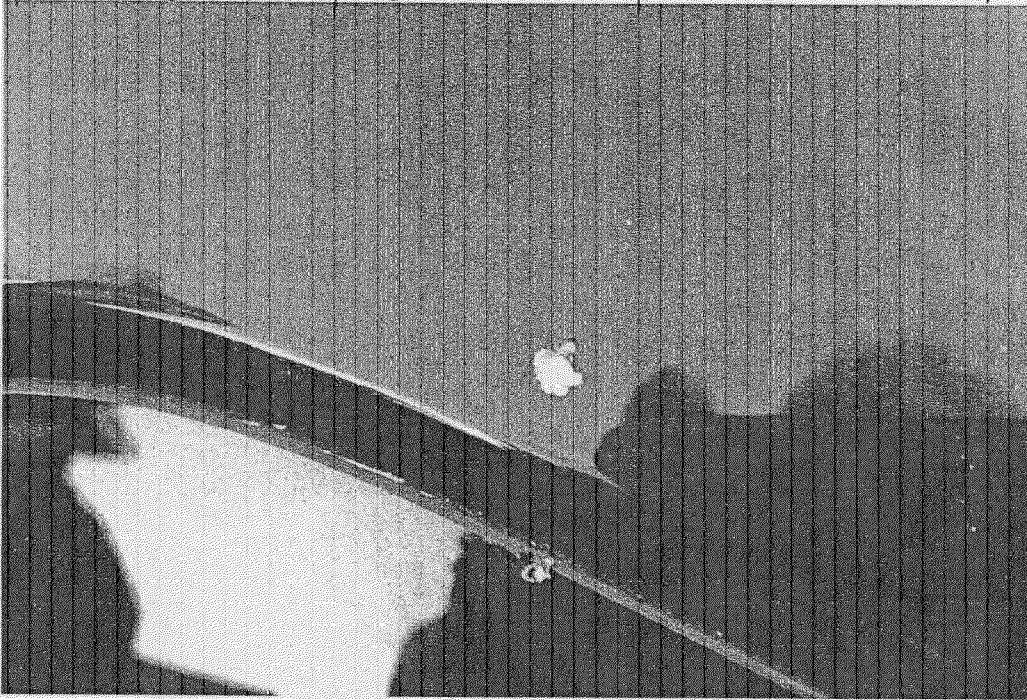
②



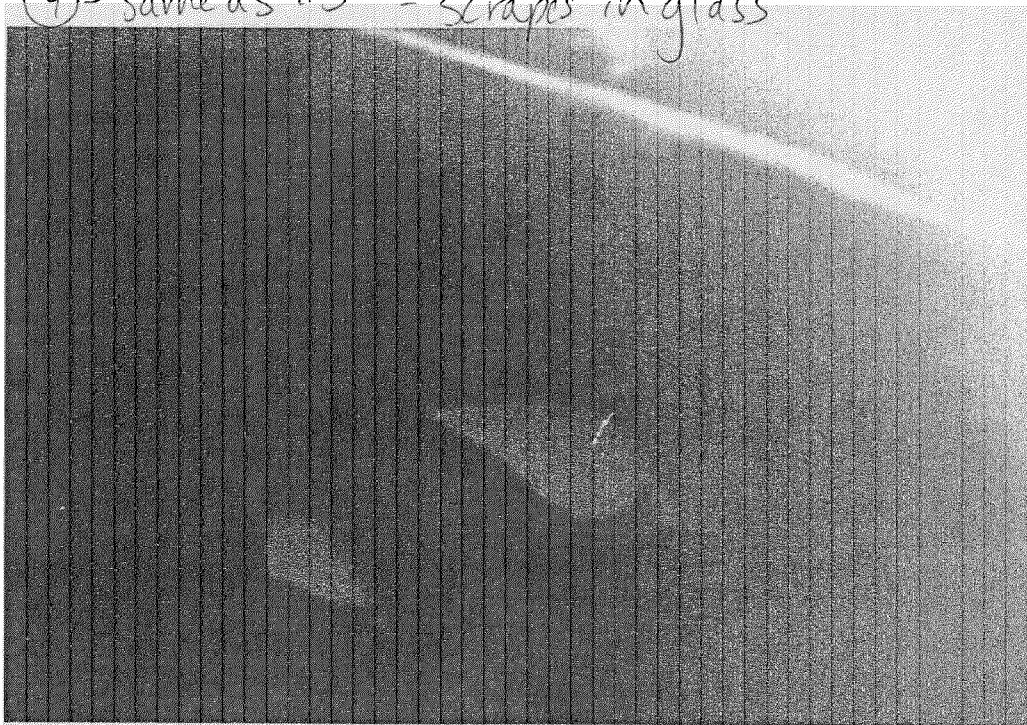
⑫ Linda Collicott residence - wall behind couch after repair



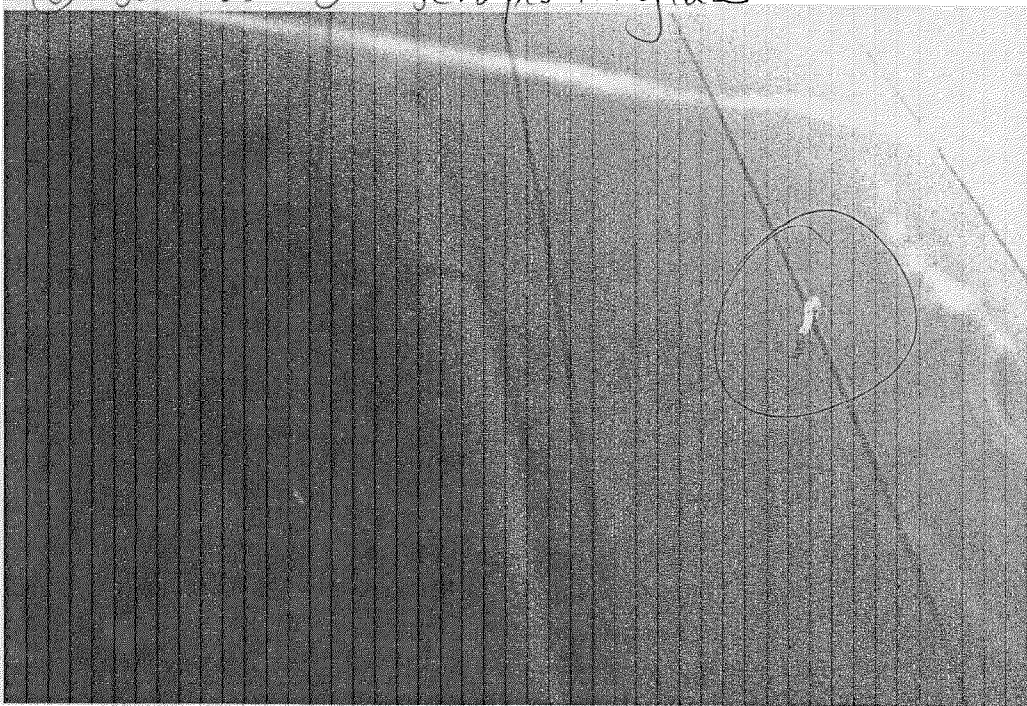
⑬ Frederic Etcheverry's car - bullet passed over car chips in paint + glass



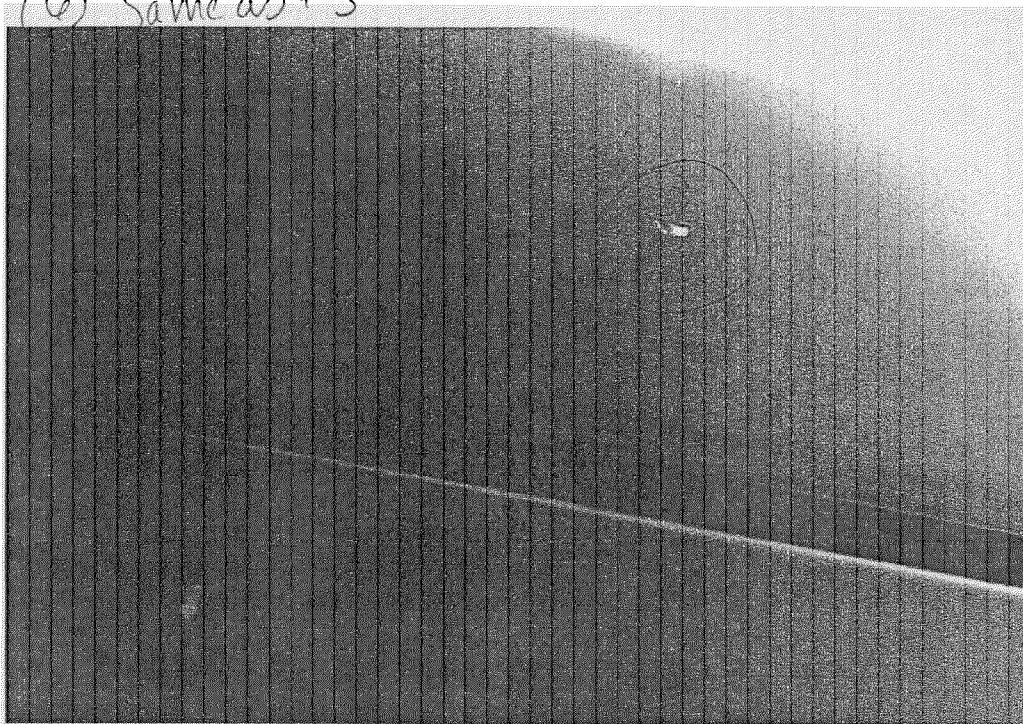
④ - same as #3 - scrapes in glass



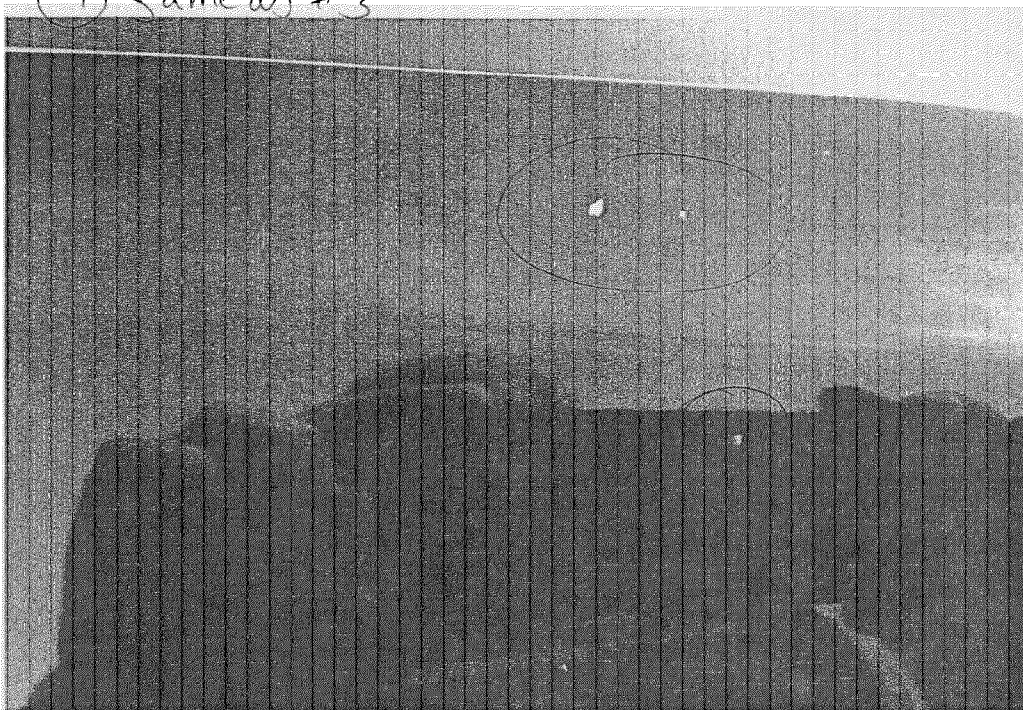
⑤ same as #3 - scrapes in glass



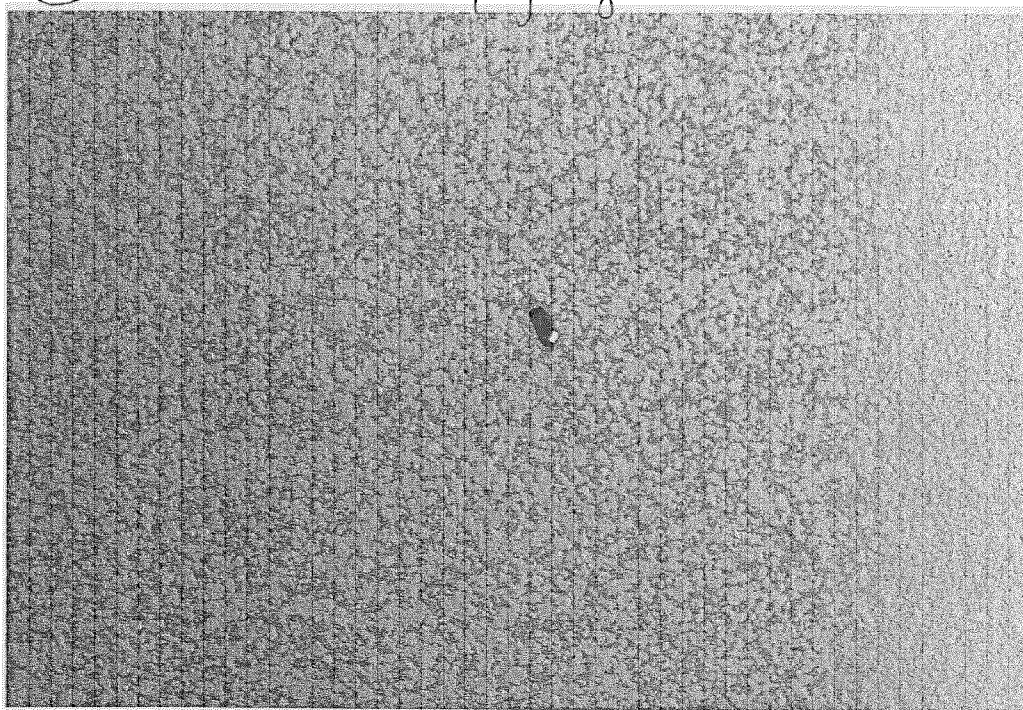
⑥ Same as #3



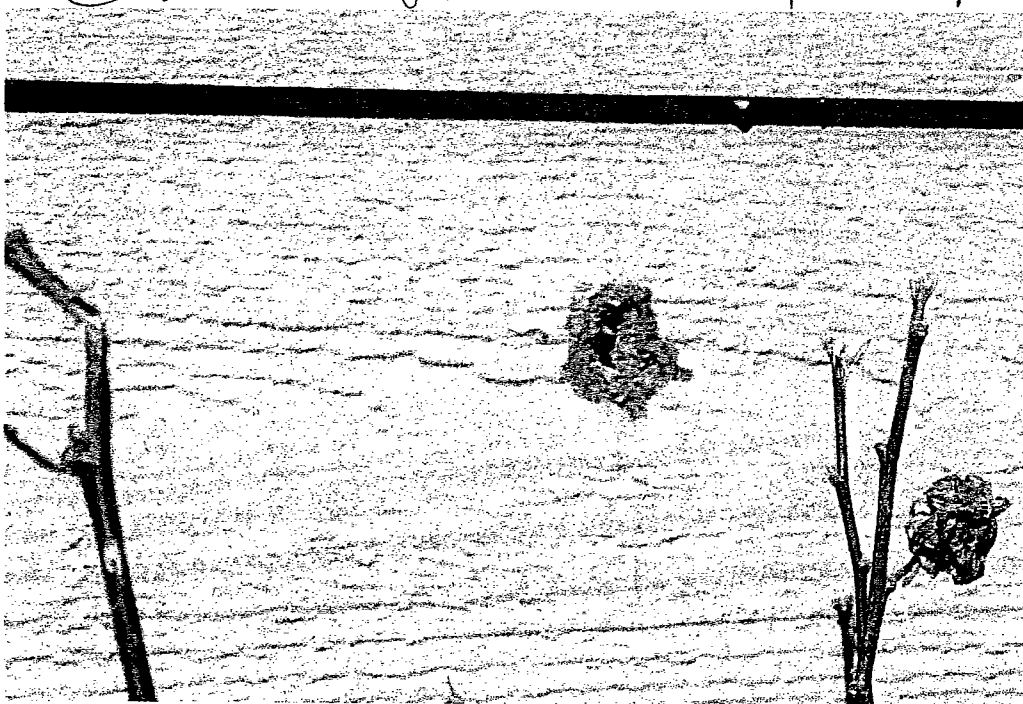
⑦ Same as #3



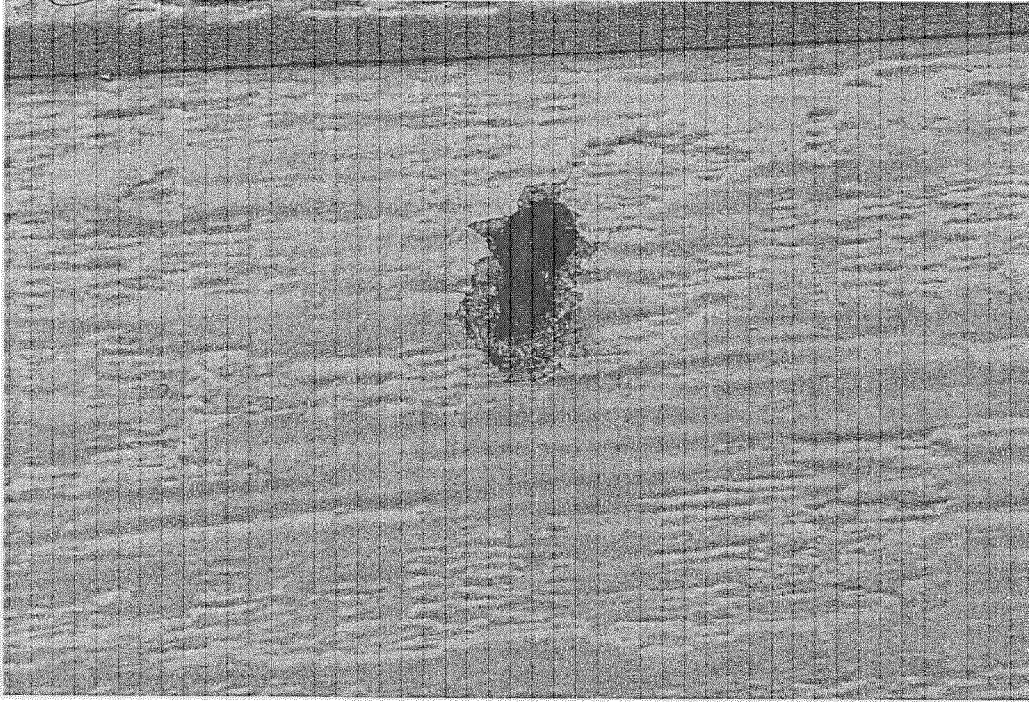
⑧ Frederic Etcheverry garage - south wall - passed through here after passing over Mustang



⑨ South wall of Frederic Etcheverry home - passed outside Then across to neighbors home



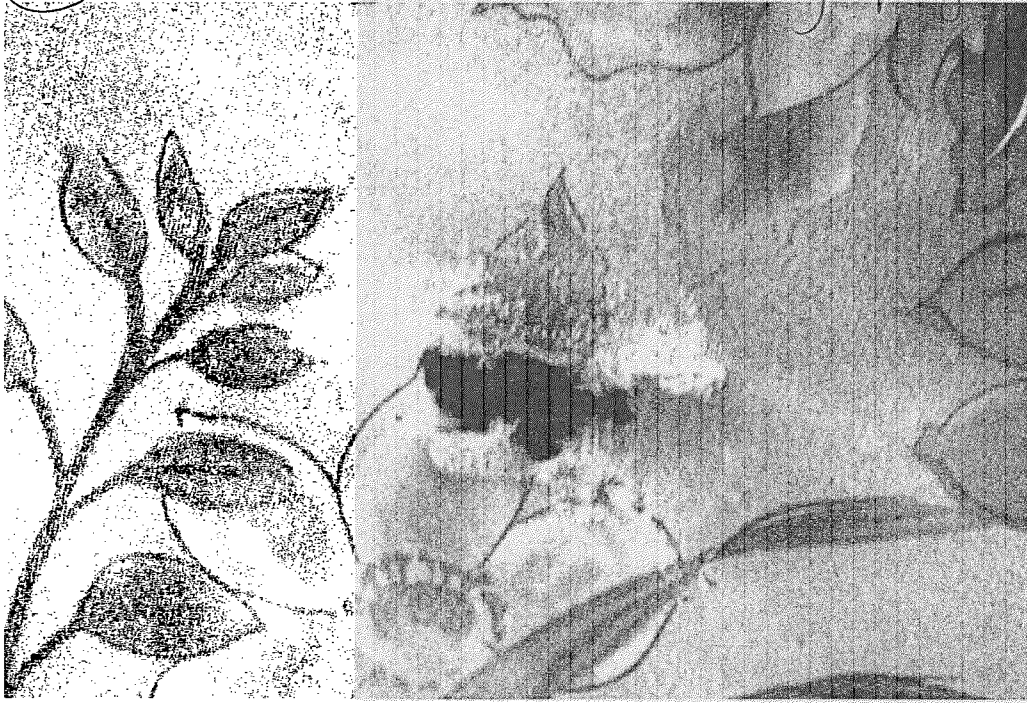
(10) North wall of Linda Collicott residence



(11) Repaired North inside wall of Linda Collicott residence

- see
invoice -
we
did not
take a
picture
before
repair

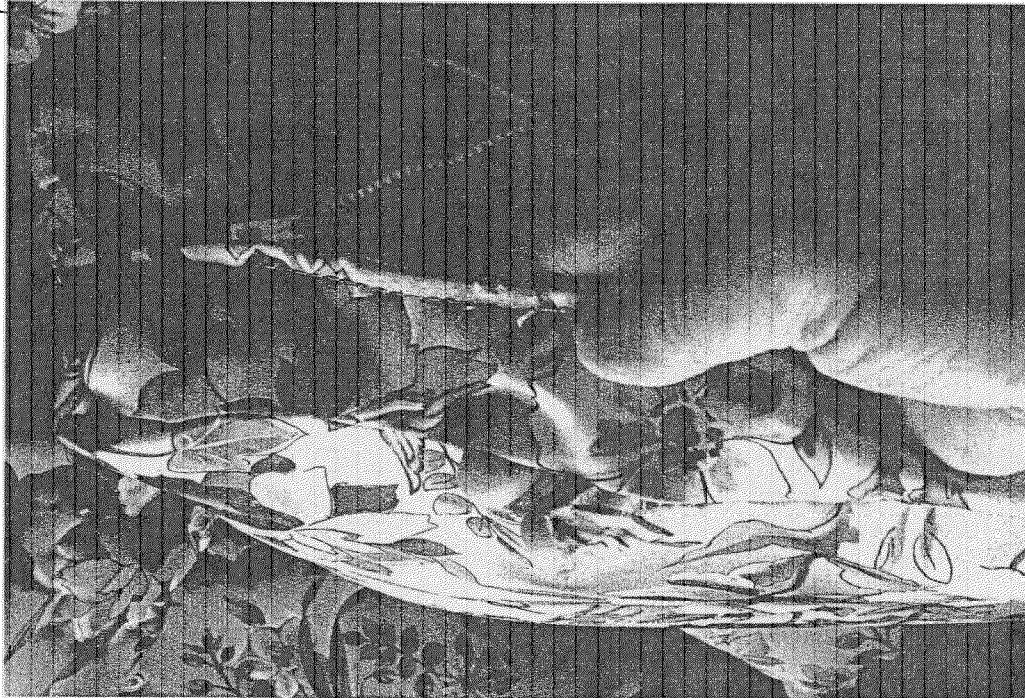
(13) Back of couch - Linda Collicott - sitting up against wall on north side of house



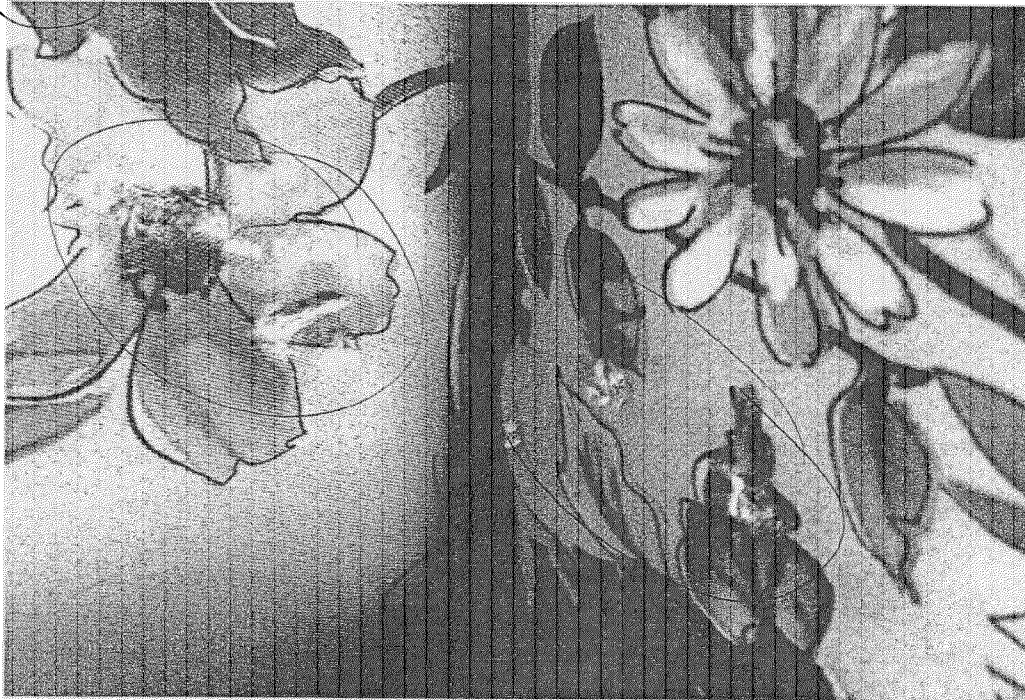
(13) - Same as above - note white powder from dry wall



(14) Cushion on couch - bullet broke zipper as well



(15) Note multiple holes in couch where bullet ended up



ARS LABEL REQUEST FORM

DATE: 11/16/2012	Service Request # SR00035266
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelloc	
email address:	

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.remington.com
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LABEL INFORMATION

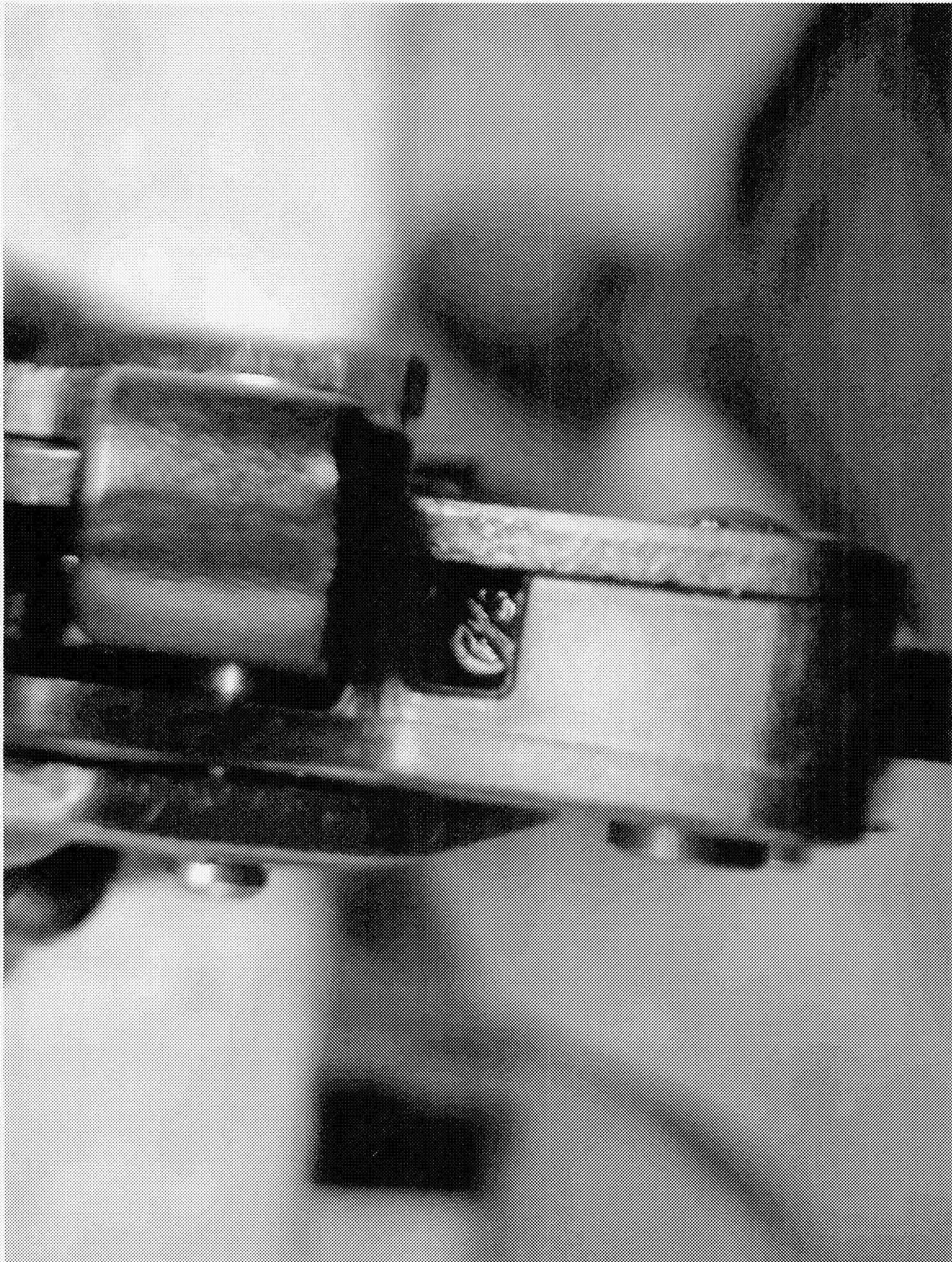
MAIL LABEL TO:	FREDERICK ETCHEVERRY 5507 S.E. 32ND ST DES MOINES, IA 50320 US SR00035266 Email:
RETURN ITEM TO:	ILN Arms Services

4XX596 NOV 16, 2012 ACT WT 10.0 LBS #PK 1
 SVC GND COM BL WT 10.0 LBS
 TRACKING# 124XX5969067896401 ALL CURRENCY USD
 REF 1:SR00035266
 REF 2:
 HC 0.00 CNS 0.00 FRT: 3RD
 SHIPMENT PUB RATE CHARGES: SVC T/P USD
 DV 0.00 COD 0.00 RS 0.50
 DC 0.00 DGD 0.00
 AH 0.00 PR 0.00 ROD 0.00
 TOT PUB CHG 10.31 PUB + HANDLING 10.31

ATTN: Prod Serv #8174



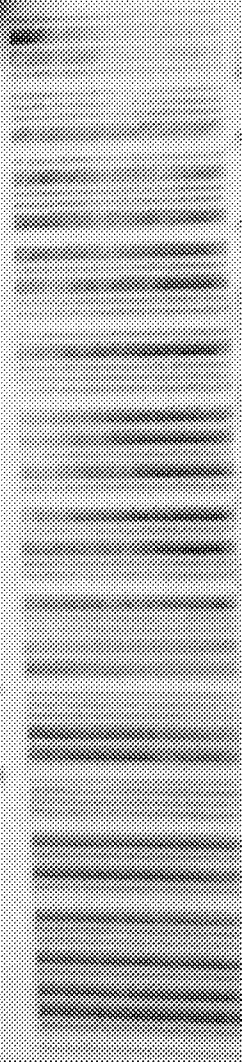






M71868661

Model: 770



RE00293165

71868661

lot: 770

