

Remington Arms Co., Inc.
Product Service
Legal Case #:7269

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
253037	1/7/2012	1/16/2012	1/16/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Peter	Kelihoomalu	PO Box 66	Maunaloa	HI	56770		H 808-658-0590 E liveitgod@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Gun fired once on safety Concern:1005 Unexplained Discharge Safe ON			
C				

1/30/12 Per letter with rifle, bolt sticky, bullet does not eject properly, bolt comes out, safety does not work well and ghe gun fired once on safety.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85630	M71676009	CF	4/27/2011 4:04:34 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/31/2011	SIMMONS GUN SPECIALTIES I	SCOPE,RINGS,BASE	U			

CONCERN: FSO

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
To restore confidence in rifle, will replace TPA, check over and test fire at no charge						

Repair/Replacement Cost	Repair/Replacement Date
41.63	1/30/2012

1/30/12 Per Ilion, could not duplicate concern. To restore confidence in rifle, will replace TPA, check over and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN
	Date Code		CF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; 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	Slightly Worn; 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		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	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

CONTINUE:
REASON FOR RETURN

7269

22"
CF4/1
5#

1. Bolt Sticky
2. Bullet does not eject properly, it takes some time before I am able to eject bullet from chamber
3. After firing second shot tried ejecting bullet and the whole bolt came out of the rifle even when the bolt lock was on.
4. Safety does not work well; ejecting bullet sometimes on safety and sometimes while safety is off.
5. Gun fired once on safety.

I DO NOT WANT THIS RIFLE FIXED NOR DO I WANT IT BACK, I BELIEVE THERE IS A SAFETY ISSUE AND FOR A NEW GUN IT SHOULDN'T HAVE THESE PROBLEMS. I WOULD RATHER GET A FULL REIMBURSEMENT OR A 700 MODEL IN ITS PLACE.

If you have any questions please feel free to contact me @ 808-658-0590 or email me @ liveitgod@yahoo.com

Thank You Very Much



could not duplicate concerns
to restore confidence in rifle.
will up here TPA check over
LTEST Rifle at H/C

warren

RECEIVED
JAN 18 2012

BY:

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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 SR00005945	Serial Number / Description M71676009 Model 770 RIFLE Caliber: 243	Date of Request: 12/06/2011 Date Printed: 12/06/2011
Customer: PETER KELIIHOOMALU PO BOX 66 MAUNALOA, HI 56770 US	Destination: Arms Services 14 Hoefler Ave 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

M145 - BOLT HANDLE FELL OFF, OR BROKEN

See attached sheet

Service Request Section

Payment Method Details

Price Disc Amount

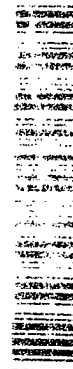
TAKES VARIETY STORE
29 MOHALA ST
KAUNAKAKAI, HI 96748
8085538373

COPY
12/21/2011 10:38:54
Sale:

Transaction # 4
Card Type: MasterCard
Acc: **REDACTED**
Entry: **REDACTED**
Total: **REDACTED**

Auth Code: 030262
Response: AP03626Z

CUSTOMER COPY



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

