

Remington Arms Co., Inc.
Product Service
Legal Case #:7770

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
276637	8/1/2012	7/9/2012	8/2/2012	7/6/2012			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Cody	Reid	608 Chestnut	Idalou	TX	79329		C 806-445-5088

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired from moving the rifle	Concern:1006	Unexplained Discharge Safe OFF	Unknown
C				

7/9/12 Per call from Reid, he bought this rifle last year and he took it out to shoot for the first time Friday and the first round fired. The second round would not fire. When moving the rifle it went off. The safety was off at that time. He has not cleaned it other than swabbing the bore since he bought it.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	M71711589	WF	8/4/2011 8:19:13 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY LTD	SCOPE,RINGS,BASE	Y			

CONCERN:FIRED WHILE MOVING RIFLE WITH SAFE OFF

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
As goodwill, will replace TPA, check over and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.15	8/10/2012				

7/9/12 Mailing ARS.cm 8/10/12 Per Ilion, could not duplicate concern. Trigger functions as designed. As goodwill gesture to restore confidence in rifle, will replace TPA, check over and test at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		8/2/2012
	Product Type		RF

	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		WF
	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	Slightly Worn; Functioning	
	Pull	---Select---	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

7770

22
WFF/H
5.54
COPY

July 9, 2012

Cody Reid
608 Chestnut
Idalou, TX 79329

Subject: Case # 7770, Model 770, SR# 23609

Dear Mr. Reid,

I am sorry to hear of the problems you have had with your 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.** Please mark the small ends of the boxes "Product Service".

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

enclosure

M71711589

Model: 770



RE00276637

could not duplicate concern.
trig. functions as designed. As
a Good-Will Gesture to restore
confidence in rifle will replace
TFA, check over a test at N/C

warranty RECEIVED
AUG 10 2012

BY: _____

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

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7770

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 SR00023609	Serial Number / Description M71711589 Model 770 RIFLE	Date of Request: 07/09/2012 Date Printed: 07/09/2012
Customer: CODY REID 608 CHESTNUT IDALOU, TX 79329 US Email: Christy	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US 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

Product Service # 7770: Failed to fire 2nd round but fired later when moving rifle with safety still off.cm

Parts And Service Details								
Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount	

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

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

Model Number: 770	Serial Number: M71711589
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: Cody Reid	Date of Purchase: 12-4-11
Address (no P.O. Boxes): 608 Chestnut	
City: Idalou	State: Tx Zip: 79329
Phone (Daytime): 806-445-5058	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) CReid 806 @ GMail.com	
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: Gun fired first Round then Chambered 2nd Round Wouldnt fire went to Eject Shell and it went off. It did this for 2 more Rounds. I do not feel Safe Shooting this gun * Also Wanted to see if I could change Stock to Camo Pattern Academy was sold Out of them	
Ammunition Information:	
Manufacturer: Remington	Type: Core Locket
Other (i.e. bullet weight/type, shot size, powder): 180 grain	
Handload Information:	
Powder Used:	Powder Weight:
Case/Hull Used:	Primer Used:
Bullet Type/Shot Size:	Reloader Used:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	Heppes
How often do you clean the bore? (Months or Number of rounds)	Once
How often do you clean the action? (Months or Number of rounds)	Once
How often do you clean the trigger assembly? (Months or Number of rounds)	Once
Brand of lubricant used:	Rem Oil
How often do you lubricate the bore? (Months or Number of rounds)	Once
How often do you lubricate the action? (Months or Number of rounds)	Once
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Once
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	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
Never	
What were the services performed?	
<div style="border: 1px solid black; padding: 5px; margin: 5px;"> Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357 </div>	
<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. </p>	

ARS LABEL REQUEST FORM

DATE:	07/09/2012	Service Request #	SR00023609
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	mitchelics	email address:	Christy.Mitchell@remington.com

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

MAIL LABEL TO:	CODY REID 608 CHESTNUT IDALOU, TX 79329 US SR00023609 Email: Christy
RETURN ITEM TO:	ILN Arms Services

4XX698 JUL 9, 2012 ACT WT 10.0 LBS #PK 1
 SVC GNDCOM BL WT 10.0 LBS
 TRACKING# 1Z4XX6988085862245 ALL CURRENCY USD
 REF 1:SR00023609
 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 12.32 PUB+HANDLING 12.32

ATTN: Prod Serv #7770





