

Remington Arms Co., Inc.
Product Service
Legal Case #:8088

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
286965	10/25/2012	10/26/2012	11/8/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Schiebler	7557 Totmon Rd	North Syracuse	NY	13212		E.joeschiebler@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Gun is going off without pulling trigger	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

11/6/12 Per letter with rifle, at a camp he had leaned the rifle against the wall, then after lunch he picked it up the rifle with both hands on the barrel and it suddenly fired a round putting a hole in the roof. He wants either his money back or a similar value 30-06 that does not have the Walker trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85656	71543504	OD	7/31/2009 11:06:12 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE,BASE,RINGS	U			

CONCERN:GOING 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 TPA to restore confidence, clean, test no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.15	11/14/2012				

11/6/12 Per Ilion they could not duplicate the incident.cm 11/8/12 Per call to Schiebler, we will replace TPA to restore confidence, clean, test no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		OD
	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 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---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



22.11
057/09
3.5#

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 SR00032413	Serial Number / Description 71543504 Model 770 RIFLE	Date of Request: 10/19/2012 Date Printed: 10/19/2012														
Customer: JOSEPH SCHIEBLER 7557 TOTMON RD NORTH SYRACUSE, NY 13212 US Email: JOESCHIEBLER@YAHOO.COM		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 M100 - SEE CUSTOMERS LETTER M295 - EVALUATE AND REPAIR																
Service Request Section GUN IS GOING OFF, WITHOUT PULLING THE TRIGGER.																
<table border="1"><thead><tr><th>Parts And Service Details</th><th>Description</th><th>Qty Needed</th><th>Warranty</th><th>Price</th><th>Disc</th><th>Amount</th></tr></thead><tbody><tr><td>Material</td><td>Type</td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>			Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount	Material	Type					
Parts And Service Details	Description	Qty Needed	Warranty	Price	Disc	Amount										
Material	Type															
Serial Number: 71543504 Model: 770 RE00286965																
RECEIVED OCT 31 2012 BY:																
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the																
Sub Total: .00 Est Sales Tax: .00 Grand Total: \$.00																

To Whom It May Concern:

I am returning this Remington 770 because of a very surreal experience in which the gun fired a round, without anything near the trigger mechanism.

I had just returned back to my Uncle's camp with a few guys as we normally do for lunch. We always lean our firearms against the wall in the bedroom to keep them away from traffic moving through the living room. After lunch we suited up to go out for our evening hunt. Lastly we went into the bedroom to get our firearms. I picked up my rifle with both hands on the barrel, and as I did, it suddenly fired a round, blasting through the roof of the camp. Thankfully, we always keep our firearms pointed in a safe direction, and nobody was injured during this occurrence. We were all visibly shaken though as my Uncle, and a couple other's had witnessed that there was nothing anywhere's near the trigger. It was 100% positive that the gun had just fired a round without any trigger contact.

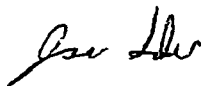
I am not looking for anything other than fair. I do not want anything for the damage to the roof. I do not want to get my money back for the gun. Yet I also do not want anything to do with the walker trigger set-up as this experience was all too real. I do feel it is fair for me to ask for either:

- 1) the money I paid for the gun, to be discounted from the purchase of a Remington firearm that does not have the walker trigger.
- 2) an even exchange for a Remington rifle 30.06 of similar value (that does not have the walker trigger)
- 3) my current 30.06 to have the trigger replaced with the X-Mark Pro trigger

I certainly am not looking to just have my gun inspected, cleaned, or "fixed" and then returned to me to use with the walker trigger. I have recently researched what happened to me and stumbled upon some documentation that this (walker) trigger has given eerily similar experience to others. Given that it happened to me, I feel my request should be considered. I have always been a Remington guy and feel that this situation can be worked out fairly to allow me to continue my support for Remington products.

Thank you,

Joseph Schiebler



GANDER MOUNTAIN #253

(315) 698-1100

Mon-Sat 9am-9pm

Sunday 10am -6pm

LAYAWAY SALE

LAYAWAY NUMBER 10006786

CUSTOMER NAME: JOSEPH Schiebler

PHONE: (315)247-1016

ADDRESS: 7561 Totman Rd

CITY: N. Syracuse

STATE: NY

ZIP: 13212

MODEL770 STAINLESSCAMO REALTREEAPHD30-06

047700856568

499.99 TC

SERIAL NUMBER 71543504

SUBTOTAL \$499.99

NY state tax 4.00% \$20.00

COUNTY TAX 4% \$20.00

LAYAWAY SALE TOTAL \$539.99

LAYAWAY DEPOSIT \$200.00

TOTAL \$200.00

VISA \$200.00

REDACTED

LAYAWAY SALE 90 DAY PAYMENT DUE DATES:

FEB 17/10 \$162.00

MAR 19/10 PICKED UP \$177.99

BALANCE DUE \$339.99

All items on Layaway will be held for 90 days. If the items are not picked up within 90 days, the items will be returned to stock.

A \$25.00 restocking fee will be charged for all cancelled layaways.

CUSTOMER COPY

ITEMS 1 Mike Delaney
12-19-2009 13:29:56 0253 25 533836 6947

Match and WIN \$10,000 or Carhartt Gear

Enter for your chance to Win

No Purchase Necessary. Ends 12-31-09

To play and for official rules visit

www.gandermtn.com



GM#253 - Syracuse FFL# 6-16-00932
5864 Carmanica Drive

Cicero, NY 13039
(315) 698-1100

FIREARMS SALE

Date: 12/26/2009
4473#: 15752
Assoc. ID: 533884, Matt

Sold To: Joseph Dean Schiebler
7561 Totman Rd

North Syracuse, NY 13212
(315) 247-1016

Inventory Number	Manufacturer/Importer	Model	Type	Caliber/Gauge	Serial Number
77008565	Remington Arms	Model 770	Rifle	30-06 Sprg	71543504

"The use of a locking device or safety lock is only one aspect of responsible firearm storage. For increased safety, firearms should be stored unloaded and locked in a location that is both separate from their ammunition and inaccessible to children and any unauthorized person."

All new firearms purchased at Gander Mountain follow the manufacturer's warranty for a new firearm purchase. See your owner's manual for this information and remember that Gander Mountain is a warranty repair station for most firearm manufacturers. All used firearms purchased from Gander Mountain are guaranteed against defects in materials and workmanship for a period of 30 days from the date of purchase. Please save this receipt as your proof of purchase should warranty work become necessary. Accidental damage, abuse, and barrel ruptures are not covered by this guarantee.

In addition, all Gander Gunsmith Certified new firearms are warrantied for an additional 1 year on top of the manufacturer's warranty. All Gander Gunsmith Certified used firearms are warrantied for 1 year from date of purchase.

As a Gander Gunsmith Certified firearm, your firearm is under warranty until: 12/26/2012

Consistent with industry standards, ALL FIREARM SALES ARE FINAL. No refunds or exchanges can be honored. Each firearm manufacturer requires that you read their owner's manual before using.

I understand the safe method of operations, handling and care of the above firearm(s) and acknowledge receipt of above in satisfactory condition.

Signed: [Signature]

Date: 12/26/2009



