

Remington Arms Co., Inc.
Product Service
Legal Case #:9282

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
326008	10/31/2013	11/1/2013	11/6/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ashley	Mishoe	114 Pine Tower Circle	Swansea	SC	29160		H 803-730-7557

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI 1st time shot hole in hse PD wall, 2nd time shot hole in stand S FBO C	Cause:4013 Concern:1020	Broken or Missing Parts Fired on Bolt Opening	Unknown	

10/9/13: Customer called in. He stated he opened the bolt & the gun discharged on 2 different occasions - No injury. He said the 1st time caused a hole in his house wall and the 2nd time shot a hole in tree stand. Customer said it happened last year but he could not remember any dates. He said he put the gun in his safe & bought a different brand of rifle to use. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WIN MA	85636	71411967	RB	11/16/2007 1:26:56 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART SUPERCENTER 0881		Y			

CONCERN:FBC, SHOT HOLE THROUGH WALL & CAR TAIL LIGHT

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
Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$40					

10/9/13: Mailed ARS, letter & SR paperwork. Box order# 1549751. df 11/5/13: I spoke w/customer & went over exam. df 11/6/13: I emailed lilon to repair at n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/1/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4013	Broken or Missing Parts	TRIGGER HOUSING IS BROKEN
Barrel	Description		24" 300 WIN MAG
	Date Code		RB
	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	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	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	ACTION VERY DIRTY SOME LIGHT RUSTING
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding	Tests	False	

Test			
Trigger	Condition	Slightly Worn; Not Functioning	HOUSING BROKEN
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Remington®

COPY

24"
72 11/0
4.5"

October 9, 2013

9282

Ashley Mishoe
114 Pine Tower Circle
Swansea, SC 29160
Phone: 803-730-7557

Ref # 9282, Model 770, Serial # 71411967

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. A rifle box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext 8686
Fax: 336-548-7872

RECEIVED
NOV 05 2013

BY: _____

Serial
Number:

71411967

Model: 770



RE00326008

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

PS 31164

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com



ATTN: Product Service

Parts and Repairs: P:800-243-9700/F:336-548-7801

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 SR00063992	Serial Number / Description 71411967 Model 770 RIFLE Caliber: 300	Date of Request: 10/09/2013 Date Printed: 10/09/2013
Customer: ASHLEY MISHOE 114 PINE TOWER CIRCLE SWANSEA, SC 29160 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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9282. dmf

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

Grand Total: \$.00

Model Number: 770		Serial Number: 91411967	
Name: Ashley Mishoe		Date of Purchase: 4 or 5 years ago	
Address (no PO Boxes): 114 Pine Towers Circle			
City: Swansea		State: SC	Zip: 29160
Phone (Daytime): 730-7557		Fax:	
E-mail Address:			
Please describe your problem: When you load - it goes off - fires When you unload - it goes off - fires Shot a hole through living room wall and car tail light. Dangerous gun - needs to be replaced.			
500 characters left			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
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. :: 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. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.			

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Use our
UPS label

ARS LABEL REQUEST FORM

DATE:	10/09/2013	Service Request #	SR00063992
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

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

MAIL LABEL TO:	ASHLEY MISHOE 114 PINE TOWER CIRCLE SWANSEA, SC 29160 US SR00063992 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 OCT 9, 2013 ALL CURR USD 1 OF 1
 SVC GND COM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969085028362
 REF 1:SR00063992
 REF 2:

HANDLING CHARGE 0.00 SINGLE - PIECE PUB RATE CHRG: DV 0.00 COD 0.00 SVC T/P USD DC 0.00 DGD 0.00 RS 0.60 AH 0.00 PR 0.00 SD 0.00 TOT PUB CHG 11.01 PUB + HANDLING 11.01 SP 0.00	
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ATTN: Product Service









