

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9682

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332334	1/2/2014	12/13/2013	1/20/2014	12/13/2013			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Rhodes	6 County Rd. 492	Verbena	AL	36091		C 334-309-4391

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot hole in barn roof	Cause:4038	Could Not Duplicate Concern		
S Unexplained Discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

12/13/13: Customer called in. He stated his friend took the gun out of the gun rack this morning, 12/13/13, and the rifle fired immediately & put a hole in his barn roof. Customer stated that he has "watched a documentary about our rifles". He requested that we pay for the damaged done to the barn roof. He stated that he will be filing a report with the Better Business Bureau and "to anyone else that wants to know". df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/308 WIN	85634	M71669325	AF	3/30/2011 8:11:10 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALTER CRAIG, LLC		Y			

CONCERN: UNEXPLAINED DISCHARGE

## 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
Replace TA & test fire @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/13/13: Mailed ARS, letter, SR paperwork. Box order# 1575586. df 1/20/14: I called customer & went over exam. I offered to replace the TA & test at n/c as goodwill gesture & he agreed to that. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		AF
	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---	
	Condition	Slightly Worn;	

Receiver		Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	False	SCREWS DO NOT APPEAR TO HAVE BEEN ADJUSTED VERY LITTLE SEALANT ON PULL SCREW
	Sub-Assembly	Other Remington	

# Remington®

22"  
AF 3/11  
24

COPY

December 13, 2013

9682

James Rhodes  
6 County Rd. 492  
Verbena, AL 36091  
Phone: 334-309-4391

Ref # 9682, Model 770, Serial # M71669325

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

**Please include a copy of this letter, repair form and service request to put inside the shipping container. The letter, form 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".**

I hope this action will keep you a loyal Remington customer.

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

Serial Number:  
M71669325  
Model: 770



RE00332334

RECEIVED  
JAN 07 2014

BY: .....

Remington Arms Company, LLC • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

PS 31192

# 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.**

<b>Service Request Number</b> SR00071004	<b>Serial Number / Description</b> M71669325 Model 770 RIFLE Caliber: 308	<b>Date of Request:</b> 12/13/2013 <b>Date Printed:</b> 12/13/2013
<b>Customer:</b> JAMES RHODES 6 COUNTY RD. 492 VERBENA, AL 36091 US	<b>Destination:</b> Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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 # 9682. dmf

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

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: REM 770		Serial Number: M 71669325	
Name: JAMES RHODES		Date of Purchase: 5-1-12	
Address (no PO Boxes): 6 C/R 492			
City: VERBENA	State: AL	Zip: 36091	
Phone (Daytime): 334-309-4391		Fax: —	
E-mail Address:			
Please describe your problem: ATTEMPTED TO FIRE YO REALIZING SAFETY ON. THEN PLACED IN GUN RACK. DID NOT REMOVE SAFETY KEPT ON SAFE. ATTEMPTED TO REMOVE FROM GUN RACK - FINGER NOT NEAR TRIGGER - WHEN PULLED FROM GUN RACK - RIFLE DISCHARGED INTO ROOF OF SHOP - SAFETY ON - FINGER BEHIND TRIGGER GUARD 500 characters left			
<b>NOTE:</b> Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<b>WARNING:</b> 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. <del>:: 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.</del>			

Use our  
UPS label

## ARS LABEL REQUEST FORM

<b>DATE:</b> 12/13/2013	<b>Service Request #</b> SR00071004
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> fulcherdm	<b>email address:</b> I WILL MAIL LABEL

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.remington.com">www.remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	JAMES RHODES 6 COUNTY RD. 492 VERBENA, AL 36091 US SR00071004  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b>  Arms Services



4XX598 DEC 13, 2013 ALL CURR USD 1 OF 1  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5989067510924  
 REF 1:SR00071004  
 REF 2:

<b>HANDLING CHARGE 0.00</b>		
<b>SINGLE-PIECE PUB RATE</b>	<b>CHRG:</b>	<b>SVC T/P USD</b>
DV 0.00	COB 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
<b>TOT PUB CHG 11.01</b>	<b>PUB+HANDLING</b>	<b>11.01</b>

<b>ATTN: Product Service</b>
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