

Remington Arms Co., Inc.
Product Service
Legal Case #:9317

Case Information

| RE# | Date Opened | Date Opened(PS) | Date Closed | Incident Date | Pre Lit | Lit | Obsolete |
|--------|-------------|-----------------|-------------|---------------|---------|-----|----------|
| 324642 | 10/18/2013 | 10/21/2013 | 10/21/2013 | | | | |

Customer Information

| Type | Business | First Name | Last Name | Street | City | State | Zip | Age | Contact |
|----------|----------|------------|-----------|--------------------|--------------|-------|-------|-----|-------------------------|
| Incident | | Tammy | Worsen | 523 North Green St | Grand Saline | TX | 75140 | | E stworsen@yahoo.com |

Incident Information

| Claims | Codes | Repair Est. | Medical Treatment | Medical Status |
|--------|-------|-------------|-------------------|----------------|
| PI | | | | |

PI

| | | |
|--------------------------|------------------------------------|---------|
| PD Bolt handle is broken | Cause:4013 Broken or Missing Parts | Unknown |
|--------------------------|------------------------------------|---------|

| | |
|---------------|------------------------------------|
| S FBC and FSR | Concern:1008 Fired on Bolt Closing |
|---------------|------------------------------------|

C

Per letter from Tammy Worsen, "We haven't shot 2 boxes of ammo through it. The gun misfired twice when chambering a round and once while taking it off safety. The last time it misfired the bolt handle broke." jbi

Firearm Information

| Mfg. | Type | Model/Ga. | SKU | Serial | Bbl. | DOM |
|-----------|-------|-------------|-------|----------|------|-----------------------|
| Remington | CF/BA | 770/243 WIN | 85637 | 71415103 | RB | 11/29/2007 3:58:31 PM |

| Date Purchased | Where Purchased | Accessories | Original Owner |
|----------------|------------------------|-------------|----------------|
| | WAL-MART STORE 01-0251 | SCOPE BASE | U |

CONCERN:FBC,BOLT HANDLE BROKE

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 TPA, bolt, check over, and test at no charge | | | | | | |

| Repair/Replacement Cost | Repair/Replacement Date |
|-------------------------|-------------------------|
| \$61 | |

10/23/13: Per Ilion, "chamber is dirty and rusty. trigger assembly is dirty. can offer to fit a new bolt and test fire. replace trigger assembly at no charge to restore confidence in rifle. final ream and polish chamber." jbi

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|--------------------------------|---|
| Examination | Examiner | | B.TRAVIS |
| | Exam Date | | 10/21/2013 |
| | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | S.NICHOLS |
| Cause | 4013 | Broken or Missing Parts | BOLT HANDLE BROKEN CHECKED TRIG PULL AND FUNCTION WITH A SLAVE BOLT COULD NOT DUPLICATE FBC |
| Barrel | Description | | 20" 243 WIN |
| | 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 | Abused; Not 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 | Missing | |
| Overall | Exterior Condition | Slightly Worn; Not 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 | |
| Sear | Lift | ---Select--- | N/A |
| | Notch | Slightly Worn; Functioning | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Slightly Worn; Functioning | DIRTY |
| | Pull | --Select-- | 4# CHECKED WITH A SLAVE BOLT ASSM |
| | Altered | False | |
| | Sub-Assembly | Other Remington | |

To whom it may concern.

9317

20th
RBth
4th

I am 5'2" tall and just started hunting with my husband when we bought this gun in 2008. We haven't shot 2 boxes of ammo through it. The gun misfired twice when chambering a round and once while taking it off safety. The last time it misfired the bolt handle broke. We bought this gun for two reasons. One the price was good for a combo set and two the gun is small. Our son is 9 years and starting to get interested in hunting. We thought about getting this gun fixed for him to use. I have read several reviews on this model and haven't seen any good ones. Is this gun safe for a child? I have several old Remington's from my Father now and there have been no issues with those. Just a little concerned.

Thank you, Tammy Worsen

TAMMY WORSEN
523 NORTH GREEN ST.
GRAND SALINE TX 75140

Serial
Number:

71415103

Model: 770



RE00324642

RECEIVED
OCT 23 2013

BY:.....

chamber is dirty + rusty
T.A. dirty, can offer to
R, + a new bolt + test at
1/2 norm cost + up. T.A. at
N/C to restore confidence.

Q







