

Remington Arms Co., Inc.

Product Service

Legal Case #:2375

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
144687	4/29/2008	4/30/2008	4/30/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Griggs Dept Store	Griggs		801 W. Columbia St.	Pasco	WA	99301		W 509-547-0566

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038	Could Not Duplicate Concern	Unknown	
C	rifle fired before bolt locked down	Concern:1008 Fired on Bolt Closing		

5/5/08-correspondence from repair-while inserting bolt, rifle fired before it was locked down. Cust said he did not touch trigger.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPR	85633	71360354	AB	3/13/2007 2:35:48 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MT SPORTS, LLC	SCOPE,RINGS,BASE	U			

CONCERN:FBC

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
Repair at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	17	5/5/2008				

5/5/08-repair as needed n/c.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/30/2008
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		AB
	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 M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Inquiry

Repair Number: RE00144687 Serial: 71360354 Model: 720 Center Fire Caliber: 3006 SPRG Produced: 03/13/2007 Repairman: Status: New 4/30/2008 11:26:14 AM

Address Information

Customer: GRIGGS DEPT STORE Received From: GRIGGS DEPT STORE
 Name: GRIGGS DEPT STORE
 Address 1: 801 W COLUMBIA STREET
 Address 2: PO Box: PO Box:
 City: PASCO
 State: WA Zip Code: 99301 Country: US State: WA Zip Code: 99301 Country: US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
4/22/2008 6:11:3	New	valentids	Repair Added	
4/30/2008 10:03	Expedite	pencil	From: Check In	To: Repair Bench
4/30/2008 10:47	Estimate	swansonc	Estimate Update	Status: Estimating
4/30/2008 11:26	Update	valentids	Repair information change	
4/30/2008 11:27	Expedite	valentids	From: Check In	To:
5/1/2008 10:10:6	Expedite	pencil	From: Product Services	To: Repair Bench

- ☐ Shipping Hold
- ☐ InterFace Hold
- ☐ Estimate Sent
- ☐ Parts Received
- ☐ Passed Inspection
- ☐ Return As Received
- ☐ Has been Approved
- ☐ Internal Repair

Current Status
 New
 4/30/2008 11:26:14 AM
 valentids
 Repair Bench
 Repair Location
 ILN
 Current Location
 ILN
 Transfer Number

Repair Search

Refresh

Close

supryll 5/2/2008 9:05 AM CAPS NUM INS SCRL

BRIGG'S DEPT. STORE
101 W. COLUMBIA ST.
PASCO, WASHINGTON 99301
509) 547-0566

2375

ORDER DATE

LOCATION

DATELINE

Customer Name: David Rodeman
Address: 360 Wright Ave.
City, State: Richland WA Customer Contact
Home Phone: (509) 946-7522 (AREA CODE)
Day Phone:
Receipt Date: Late Dec-early Jan.
Purchase Price:

GUN WAS SENT IN
POORLY PACKED
WHEN RECEIVED

3/07
AD
22"
4.5

Exact Problem Description: Inserting bolt rifle fixed before it was locked down, customer said he did not touch trigger

Follow Up:

Non Warranty Charges:

Serial Number: 71360354

Model: 770



RE00144687

ACE HARDWARE
(509) 946-0881
1415 GEORGE WASHINGTON WAY
RICHLAND WA 99354-2601

13 LBS 1 OF 1
SHP WT: 13 LBS
DWT: 29.7 LBS
DATE: 11 APR 2008

SHIP (800) 243-9700
TO: REMINGTON ARMS
14 HOEFLER AVE

ILION NY 13357-1888



NY 135 0-01

could not duplicate concern.
check over completely, repair
as needed, function test at
no charge warranty