

Remington Arms Co., Inc.
Product Service
Legal Case #:2825

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
153862	10/27/2008	10/29/2008	10/29/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Hoyle	1045 Hill St	Myrtle Creek	OR	97457		H 541-863-1996

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4014 Defective Parts		Unknown	
S	fired on safe release Concern:1007 Fired on Safe Release			
C				

As received the bolt was apart and the cross pin was missing. Customer says that the gun fired when he released the safety and when he ejected the shell the bolt came apart in his hand.

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85632	71430045	LC	2/25/2008 2:27:44 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
8/12/2008	WAL-MART STORE 2477	SCOPE BASE	Y			

CONCERN:FSR,THEN BOLT CAME APART

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/Replacement Cost	Repair/Replacement Date				

10/29/2008 returned to AS for n/c repair under warranty fls.

Remington/770/CF/BA

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Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/29/2008
	Product Type		RF

	Action Type		A
	Assigned To		F.SUPRY
Cause	4014	Defective Parts	APPEARS FIRING PIN CAME OUT OF THE BOLT CROSS PIN MISSING
Barrel	Description		22" 270 WIN
	Date Code		LC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	BOLT RECEIVED UNASSM
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Not Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; 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---	N/A
	Altered	False	
	Sub-Assembly	Other Remington	

supply 10/29/2008 9:12 AM CAPS NUM INS SCL

Repairing under warranty o/c

2825

22"
LC 2/08

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 770		Serial Number: 71430045	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: James Hoyle		Date of Purchase: 8-12-08	
Address (no PO Boxes): 1045 Hill St			
City: Myrtle Creek		State: Ore	Zip: 97457
Phone (Daytime): 541 863-1996		Fax:	
E-mail Address: 541			
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: I Took The gun out On Opening Day and Never got To shoot it. It went off when I Released the safety. I Ejected The spent Shell and The Bolt Came apart In my hand.			
Ammunition Information:			
Manufacturer: Remington		Type: 270 Win.	
Other (i.e. bullet weight/type, shot size, powder): 150 Gr Core - 10KT, SP.			
Rem R 270 W 4			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication): Hoppe's #9 Solvent			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds) After 12 rounds			
How often do you clean the action? (Months or Number of rounds) Same			
How often do you clean the trigger assembly? (Months or Number of rounds) Same			
Brand of lubricant used: Hoppe's #9 Lubricating oil			

OGR

How often do you lubricate the bore? (Months or Number of rounds)	Same as cleaning
How often do you lubricate the action? (Months or Number of rounds)	Same
How often do you lubricate the trigger assembly? (Months or Number of rounds)	Same
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments: I try to keep my guns as clean as possible	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed? none it is brand new	
Ship your INSURED firearm by either UPS or Parcel Post to:	
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357	
<p>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.</p> <p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused.</p> <p>:: 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.</p>	

Serial Number:

71430045

Model: 770



RE00153862

delines:

med to you C.O.D. (To avoid C.O.D. Charges, please
th your gun)

estimate detailing the nature of the repair, applicable taxes
air estimate. Repairs can be paid by check, money order,
l, or VISA). If you wish, you can expedite repairs over
billed to your credit card.

check over completely, replace
complete bolt assm + TPA.
Function test AT N/C
warranty