

Remington Arms Co., Inc.
Product Service
Legal Case #:2314

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
143857	4/7/2008	4/8/2008	4/8/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robyn	Fox	6953 Gordon Blvd	Burlington	KY	41005		H 859-384-4103

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		Unknown
S	gun goes off without pulling trigger	Concern:1008	Fired on Bolt Closing	
C				

4/9/08-correspondence from repair-gun will not chamber a shell and when it does the gun goes off without pulling the trigger.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WM	85636	71413154	RB	11/15/2007 12:58:09 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/22/2007	WAL-MART SUPERCENTER 0584	SCOPE,BASE,RINGS,CAPS	Y			

CONCERN:GOES OFF WITHOUT PULLING TRIGGER

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

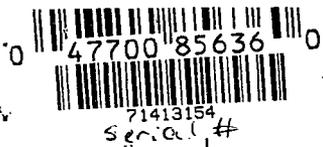
Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						
	Repair/Replacement Cost	Repair/Replacement Date				
	35	4/9/2008				

4/9/08-replace tpa at n/c under warranty.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/8/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 300 WM
	Date Code		RB
	Bore Plugged	False	

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; 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	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; 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	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	



2314

Remington

Factory Repair Instructions

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

24"
RB 11/07
4#

Model Number: 770 w/scope		Serial Number: 71413154	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Robyn Fox		Date of Purchase: 12/22/07	
Address (no PO Boxes): 10953 Gordon Blvd			
City: Burlington		State: Ky	Zip: 41005
Phone (Daytime): 859-384-4103		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: The gun will not Chamber a shell and when it does the gun goes off without pulling the trigger. could not duplicate concern. check over completely. replace TPA, clean AT w/c manually			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

Serial Number:

71413154

Model: 770



RE00143857

of rounds)
r of rounds)
or Number of rounds)

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
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:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i>
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to: <p style="text-align: center;">REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357</p>
<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. :: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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> <p>Charge repairs will be processed using the following guidelines:</p> <p>:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)</p> <p>:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.</p>

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You will need to enter the following online:

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ID #: 2661919
PASSWORD: 2920

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THANK YOU

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DRY RIDGE, KY
ST# 0584 DP# 00004970 TE# 77 TR# 03022
RIFLE 004770085636 299.87 X
EAR BUDS 002125215295 4.46 X
ZZ/S.GOSPEL 001509576132 9.72 X
ROLL WRAP 694312730032 2.97 X
TINS 007867806488 3.00 X
MEN REG JEAN 008408470810 15.24 X
CD BOOMBOX 004431950382 38.97 X
SUBTOTAL 374.23
TAX 1 6.000 % 22.45
TOTAL 396.68
ECA CHECK TEND 406.68
CHANGE DUE 10.00

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable.

If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account. If you are presenting a corporate check, you make these representations as an authorized corporate representative and agree that the corporation will be bound by the NACHA rules. Call 888-905-3388 with any questions.
RETURN FEE AMOUNT 25.00

Remington Arms Co., Inc.
Product Service
Legal Case #:3351

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
163258	2/27/2009	3/23/2009	3/23/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	Scott - gunsmit	Gander Mtn	66 Mall Pkwy	Pennsdale	PA	17756		W 570-546-1040

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Gun fired when pushing safety to fire	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release		Unknown
C				

Gunsmith at Gander stated - Customer brought gun in 2 days after purchase. Customer stated he shot 2 shots & had problems opening the bolt. When he loaded again he stated that while pushing the safety to fire the gun went off without the trigger being pulled. The gunsmith completed 3 test fires & could not duplicate any of the above problems. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	85635	71444314	CC	4/24/2008 10:18:02 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE.RINGS,BASE	U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
*	/	270 WIN				
Concern	Other	Factory	Reload			
0:						

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41.65	3/28/2009				

3/28/09: Per Fred S. - check over, replace TPA to restore confidence in rifle at no charge - warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/23/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		CC
	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	DELAY/WON'T FIRING AFTER AGGRESSIVELY CLOSING BOLT
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	



3351

Service Request

Service Order # 3343

cc 4/08
24"
4#

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00726
14 Hoefler Ave

Ilion, NY 13357

Attn:

Date Shipped: 02/20/2009

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 8-23-041-01-7B-01570

Attn: Gun Parts Dept.

Customer's gun

66 Mall Parkway

Pennsdale, PA 17756

Phone # 510-546-1040

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Type: Rifle

Serial Number: 71444314

Model: 770

Cal/Ga.: .270cal

Cased?:

DESCRIPTION OF ITEM RETURNED:

Remington 770

REASON FOR RETURN:

Customer brought gun in 2 days after purchase. He stated that he shot two shots and he had problems opening the bolt. When he loaded again he stated that while pushing the safety to fire the gun went off without the trigger being pulled. I completed 3 test fires and could not duplicate any of the above problems. The customer insisted that the gun go back to the manufacturer.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Scott Letterman

(570) 546-1040

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain Company**
Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

*check over replace
TPA to restore confidence
w/ rifle. n/c
WARRANTY*

Serial Number:

71444314

Model: **770**



RF00163258

