

Remington Arms Co., Inc.
Product Service
Legal Case #:2975

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
156946	12/13/2008	12/15/2008	1/7/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jeff	Hari	8626 E. Northland Dr.	Scottsdale	AZ	85251		H 602-570-4728

Incident Information

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

12/16/08: Bolt doesn't operate smoothly. Trigger jammed, put safety on, recycled safety to fire position and the gun fired without touching trigger. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPR	85647	71453951	KC	5/27/2008 2:40:17 PM

Date Purchased	Where Purchased	Accessories	Original Owner
8/10/2008	AMERICAN ROD & GUN	SCOPE,RINGS,BASE,COVERS,SLING	Y

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Remington	/180	30-06				

Concern	Other	Factory	Reload
0:		Y	N

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Remington/770/CF/BA						
upgrade to #84015, 700 CDL SF 30-06 for \$299 + tax	Repair/Replacement Cost	Repair/Replacement Date				
	52.25	1/7/2009				

12/15/2008 Placed in PS Back Rack holding for disposition. Customer asked for refund or credit so he could buy a higher quality Remington, we can offer to exchange for a 700 at a special price for the upgrade fls. 12/17/08 Mr. Hari will look at the models on our site. I gave allowance of \$500 for the 770 he sent in so he will get an idea of what he would pay to upgrade

when looking at the MSRP on our site. He'll call after the holidays with his decision.cm 1/7/09 Mr. Hari would like #84015, 700 CDL SF 30-06 and will pay \$299 + tax, no shipping.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/15/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		KC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; 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	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	SCOPE IS NOT MOUNTED PROPERLY
	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		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#

	Altered	False
	Sub-Assembly	Other Remington

Mitchell, Christy

From: Dye, Keith
Sent: Wednesday, January 07, 2009 7:29 AM
To: Mitchell, Christy
Subject: Another one for you

Christy,
I had a message on my machine this morning from a Jeff Harry (?) @ 602-570-4728 said he talked to you before Christmas and has decided on what he wants. Thanks Keith

Keith Dye
Custom Shop CSR
Remington Arms Co.
14 Hoefer Ave.
Ilion, N.Y. 13357
315-895-3288 phone
315-895-3613 fax
keith.dye@remington.com

SS Wood CDL . 30-06
84015

\$1799 R
\$299 + tax
credit card # redacted

1/7/2009

PS 10273

Repair Search

Refresh

Close

★

2975

4#
2211
KCS/08

Remington

+

Factory Repair Instructions

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

Model Number: 770		Serial Number:	
Are you the original owner?: ☒ YES ☐ NO			
Name: Jeff HARI		Date of Purchase: 8-10-08	
Address (no PO Boxes): 8626 E. Northland Dr.			
City: Scottsdale		State: AZ	Zip: 85251
Phone (Daytime): 602 570 4728		Fax:	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem: BOLT DOES NOT OPERATE SMOOTHLY. Trigger JAMMED, PUT SAFETY ON, RECYCLED SAFETY TO FIRE POSITION AND THE GUN FIRED W/O TOUCHING THE TRIGGER. I DO NOT WANT THIS GUN BACK. PLEASE GIVE ME A CREDIT FOR THE PURCHASE SO I CAN BUY A HIGHER QUALITY Remington 30-06.			
Ammunition Information:			
Manufacturer: Remington		Type: 30-06	
Other (i.e. bullet weight/type, shot size, powder): 180 GRAM			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used: Remington			
How often do you clean the bore? (Months or Number of rounds) Used only Twice & cleaned on			
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) NEVER Cleaned OR Disassembled.			
Brand of lubricant used: Remington			

cust. requests a refund

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? ☒ YES ☐ NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
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
⚠ 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.
:: Record the serial number of your firearm before sending it. image in shipping and handling. Preferably, be returned.) loss or damage. ie the box. Shipments without a proper ost. Remington is not responsible for purchase insurance from your carrier. delines: rned to you C.O.D. (To avoid C.O.D. Charges, please in your gun) stimate detailing the nature of the repair, applicable taxes air 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.

Serial Number:

71453951

Model: **770**



RE00156946



Cashier: 20 Type: Sale
Store: 0044 Term: 020 Tran: 3641
Date: 08/10/2008 Time: 3:51PM
Operator Number: 26059

RH 48" SCOPED RIFL 020968495786
REG \$14.99 14.99
REWARDS POINTS: 30
MODEL 770 AP HD PK 047700856476
REG \$429.99 429.99
REWARDS POINTS: 430
SUBTOTAL 444.98
8.05 Sales Tax 35.82
TOTAL 480.80

MBNA COUPON 44.50
SUBTOTAL 400.48
8.05 Sales Tax 35.82
TOTAL 436.30

APPROVAL: 010353 STAN: 020506
Swiped Account # credit card # redacted
Visa Card 436.30

REFERENCE NUMBER: 3974295271
ACCUMULATED POINTS: 460

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