

Remington Arms Co., Inc.
Product Service
Legal Case #:4230

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
184870	1/5/2010	1/12/2010	1/12/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Lake St. John Grocery	Tom	Lake St. John G	6179 Hwy 568	Ferriday	LA	71334		W 318-757-0013

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Concern:1028	Fired With Safe ON	Unknown	
C	Will fire on Safe			

Dealer reported in a letter - This Model 770 will fire on Safe - please fix. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/308 WIN	85634	71367623	KB	5/2/2007 5:19:32 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	OUTDOOR SPORTS HDQRS	SCOPE BASE	U			

CONCERN:FSO

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
Repair @ n/c to restore confidence in rifle						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$42.77	1/14/2010				

1/14/10: Per Fred S. - Could not duplicate concern. Replace trigger assembly, check over, clean at no charge to restore confidence in rifle - warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/12/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22 308 WIN
	Date Code		KB
	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	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Arms Services Repair & Estimate System

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Maintenance Help

Repair Inquiry

Repair Number: RE00184870

Serial: 71367623 Model: 770 Center Fire Caliber: 308 WIN Produced: 05/02/2007

Repairman:

Status:

Estimating 1/12/2010 8:09:41 AM

Address Information

Customer:

☒ Received From

Return To:

☐ Received From

Name: LAKE ST. JOHN GROC.

LAKE ST. JOHN GROC.

Address 1: 6179 HWY. 568

6179 HWY. 568

Address 2: PO Box:

PO Box:

City: FERRIDAY

FERRIDAY

State: LA

Zip Code: 71334

Country: US

State: LA

Zip Code: 71334

Country: US

FFL:

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
1/5/2010 1:53:13	New	colfinkr	Repair Added	
1/5/2010 1:56:11	Expedite	colfinkr	From: Check In	To:
1/12/2010 5:55:2	Expedite	pencarl	From: Product Services	To: Repair Ben
1/12/2010 8:09:4	Maint	Travisbw	Repair Maintenance	Status: Estima

☐ Shipping Hold

☐ InterFace Hold

☐ Estimate Sent

☐ Parts Received

☐ Passed Inspection

☐ Return As Received

☐ Has been Approved

☐ Internal Repair

Current Status

Estimating

1/12/2010 8:09:41 AM

colfinkr

Repair Bench

Repair Location

ILN

Current Location

ILN

Transfer Number:

Repair Search

Refresh

Close

supyll 1/12/2010 12:49 PM C:PS NUM INS SCPL

start

Arms Services Re...

Arms Services Re...

Arms Services Re...

Arms Services Re...

RECEIVED
JAN 13 2010

BY:.....

12/29/09 4230

1/5
KBS/07
22"
4.5#

Dear Sirs:

The Remington
770 - 308 Will fire on
after please fix.

Tommy Fahn

FPL #

572-029 010 506953

Lake St. John Grocery
& Pizza
6179 Hwy 568
Ferriday, LA 71334
318-757-0013

could not duplicate concern.
replace TPA, check over, clean
AT 14/c to restore confidence in
Rifle warranty

71367623

Model: 770



RE00184870