

Remington Arms Co., Inc.
Product Service
Legal Case #:4309

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
187441	1/26/2010	1/27/2010	1/27/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Scheels All Sports		Scheels All Spo	2101 W 41st St	Sioux Falls	SD	57105		W 605-334-7767

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	slam fires, bolt works hard	Concern:1031 Firing Pin Follows Down		
C				

2/3/10 Per letter with rifle, slam fires and the bolt works hard.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85632	71370472	KB	5/10/2007 8:36:22 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACUSPORT (OH) CORPORATION	SCOPE,BASE,RINGS	U			

CONCERN:SLAM FIRES

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
Per Ilion, replace TPA, clean at n/c to restore confidence						

Repair/Replacement Cost	Repair/Replacement Date
42.77	2/3/2010

2/3/10 Per Ilion, could not duplicate concern. Replace TPA, check over, clean at n/c to restore confidence in rifle.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/27/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	

Bolt	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	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	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: **RE00187441** Serial: 71370472 Model 770 Center Fire Caliber: Repairman: **Bruce Travis**
 Verify Repair: ☐ Status: **Repairing 1/27/2010 9:42:05 AM**
 270 WIN Produced: 05/10/2007

Address Information

Customer: ☒ Received From Return To: ☐ Received From
 Name: **SCHEELS ALL SPORTS** **SCHEELS ALL SPORTS**
 Address 1: **2101 W 41ST ST** **2101 W 41ST ST**
 Address 2: **PO Box** **PO Box**
 City: **SIOUX FALLS** **SIOUX FALLS**
 State: **SD** Zip Code: **57105** Country: **US** State: **SD** Zip Code: **57105** Country: **US**

FFL: ☐

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
1/27/2010 8:19:2	Maint	travisbw	Repair Maintenance	Status: Estim	☐ Shipping Hold
1/27/2010 9:28:3	Estimate	travisbw	Estimate Update	Status: Appr	☐ InterFace Hold
1/27/2010 9:30:0	Approval Hold	System	Immediate SAP Allocation		☐ Estimate Sent
1/27/2010 9:40:1	Approved	travisbw	In person		☒ Parts Received
1/27/2010 9:40:1	Update	travisbw	Address, Billing, or Ship Methc	from Approv	☐ Passed Inspection
1/27/2010 9:40:2	Estimate	travisbw	Estimate Update	Status: Parts	☐ Return As Received
1/27/2010 9:42:0	Repairing	System	Immediate SAP Allocation		☒ Has been Approved
1/27/2010 11:14:1	Expedite	pencent	From Repair Bench	To: Gallery	☐ Internal Repair

Current Status

Repairing

1/27/2010 9:42:05 AM

System

Gallery

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

Re

supply 1/27/2010 4:04 PM CAPS NUM RNS SCBL

start Arms Services Re

RECEIVED
 JAN 28 2010

BY:

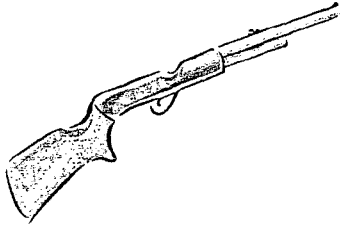
4309

22"
K35107
4#

Scheels All Sports

Gunsmith Shop

2101 W 41st Street
Sioux Falls, SD 57105
Phone (605) 334-7767
Fax (605) 334-8936



January 7, 2010

Remington Arms Co
14 Hoefler Ave
Ilion, NY 13357

Manufacturer: Remington
Model: 770
Serial Number: 71370472
Caliber/Gauge: 270 Win
Service Order # 29467

27
15.77
42.77

Enclosed is a Remington 770. Rifle slam fires and the bolt works hard. Please repair under warranty and return to us.

Sincerely,

Eileen Fritz

Eileen Fritz
Gunsmith Office Manager

Enclosure

Serial Number: 71370472

Model: 770



RE00187441

could not duplicate concern
replace TPA, check over, clean
ATX LC to restore confidence
in rifle.

Warranty