Remington Arms Co., Inc. Product Service Legal Case #:4878

Case Information

RE# **Date Opened** Date Opened(PS) **Date Closed Incident Date** Pre Lit Lit Obsolete

207955 10/25/2010 10/28/2010 10/28/2010

Customer Information

First Name **Last Name** Street City Zip Contact Type **Business** State Age Brock 181 Hall Rd 40874 H 606-374-6654 Incident James Warbranch KY

Incident Information

Claims Codes Repair Est. **Medical Treatment Medical Status**

ΡI

PD Cause:4038 Could Not Duplicate Concern

S Fired when opening bolt

Concern: 1020 Fired on Bolt Opening

Unknown

C

11/2/10 Per letter with rifle, he shot the gun 3 times target practicing. The 4th time he went to pull the trigger it wouldn't fire. He put the safety on then when he went to work the shell out the gun went off.cm

Firearm Information

Model/Ga. SKU Serial Bbl. **DOM** Mfg. Type

770/30-06 SPR M71597008 AE 3/18/2010 4:30:26 PM Remington CF/BA 85633

Original Owner Date Purchased Where Purchased Accessories

10/4/2010 **WAL-MART STORE 1247** SCOPE, RINGS, BASE U

CONCERN: WENT OFF WITH SAFETY ON

Ammunition Information - None Defined Other Products Information - None Defined

Settlement

Remington/770/CF/BA

Cash Reim. Date Cash Date Settlement Release of Claims Release Date Reimbursement Settlement APV APV

Per Ilion, replace TPA as goodwill gesture

> Repair/Replacement Repair/Replacement Cost Date

42.77 11/2/2010

11/2/10 Per Ilion, could not duplicate concern. As a gesture of goodwill we will replace the TPA, check over and test fire.cm

Examination[Remington/CF/BA]

| Part | Sub-Part | Code | Comment |
|-------------|------------------------|-----------------------------|---------------|
| | Examiner | | B.TRAVIS |
| | Exam Date | | 10/28/2010 |
| Examination | Product Type | | RF |
| | Action Type | | A |
| | Assigned To | | F.SUPRY |
| Cause | 4038 | Could Not Duplicate Concern | |
| Barrel | Description | | 22" 30-06 SPR |
| | Date Code | | AE |
| | Bore Plugged | False | |
| | Bulged | False | |
| | Fired | False | |
| | Fired while Obstructed | | |
| | Muzzle/Crown Condition | Like new; Functioning | |

| | | | 5 |
|--------------|--------------------|-----------------------|-----------------------|
| Bolt | Firing Pin | Like new; Functioning | |
| | Shroud | Like new; Functioning | |
| | Face | Like new; Functioning | |
| | Handle | Like new; Functioning | |
| | Stop | Like new; Functioning | |
| | Condition | Like new; Functioning | |
| Extractor | Cut Condition | Like new; Functioning | |
| | Ext/Eject Test | False | |
| | Block Condition | Select | |
| Locking | Lug Condition | Like new; Functioning | |
| | Notch Condition | Select | |
| | Condition | Select | |
| Magazine | Box Condition | Like new; Functioning | |
| | Exterior Condition | Like new; Functioning | |
| Overall | Stock Condition | Like new; Functioning | |
| | Fore End Condition | Select | |
| | Condition | Like new; Functioning | |
| Receiver | 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 | |
| | | Test Fired | False |
| Feeding Test | Tests | False | |
| Trigger | Condition | Like new; Functioning | |
| | Pull | Select | 4.5# |
| | Altered | False | |
| | Sub-Assembly | Other Remington | |

| OfrmRepairMain - F.GI, Repai | irs | | A CONTROL OF THE STATE OF THE S | |
|--|--|--|--|----------------------------|
| File Add Repair Estimate Repair | Expedite Repair Inquiry Repair Tools CSR | Tools Reports Table Maintenance | System | |
| 1.1 W 12.34 11.9 (2012 0 2.35) 26(1), 4(1)(2)(2)(4)(4)(4) | | ian: Don Sprake; | | į |
| Verify Repeat | 5 SPHG Produced: 03/18/2010 SKU: 85633 | tus: Repairing 10/28/2010 5:49:05 AM | | |
| ADDRESS INFORMATION Customer | G Received from Return To | C. Received from | And the second | |
| Name: JAMES BROCK | JAMES BROCK | | | |
| Address 1. 181 HALL ROAD Address 2. | PO Box | PO Box: | | |
| City: WARBRANCH State: KY Zip Code: 40874 | WARBRANCH County US KY Zip Code 40 | 1874 Country US | | |
| Joseph Zeptude (1907) | * September 1 | County, jos | | |
| :Contact / Condition Problems Estimate Hist | story/Status Shipping/Billing | | | |
| Date Code User ID | Desc1 Desc2 Shipping H | , liopaing | | |
| 10/27/2010 2 New bordenla 10/27/2010 1 Estimate sprakerdi | Repair Added Linerace H Estimate Update Status: Estim Estimate Si | ent sprakerdi | | |
| 10/28/2010 5 Maint Travisbw | Repair Maintenance Status: Repair Parts Reco | Daniel and the control of the contro | | |
| | ☐ Return as ☐ Has Been | Received Current Location Approved ILN | | |
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| supryfi ::ILN/Prod | frmRepairMain | D1:102R7XPIL | Thursday, Oct 28: 2010 | 7:57.AM |
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17.0° 15.77 42.77

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

| Model Number: 71597008 | Serial Number: 47700 85 633-9 | | | | |
|---|-------------------------------|--|--|--|--|
| Are you the original owner?: | | | | | |
| Name: James Brock | Date of Purchase: 10-4-2010 | | | | |
| Address (no PO Boxes): 8 Hall | Road | | | | |
| | | | | | |
| city: Warbranch | State: KU Zip: 408 74 | | | | |
| Phone (Daytime): (606) 374-6654 | Fax: | | | | |
| E-mail Address: would like to receive future e-mail updates from Remington. | | | | | |
| Please describe your problem: 1 500 | t the oun 3 | | | | |
| times target Dra | ctibe. | | | | |
| Then the 4th time | e Hele been I | | | | |
| went to sull the | trigger it wouldn't | | | | |
| fire So I Dut | the safter backon. | | | | |
| then when I wen | t to work the | | | | |
| shell out the | oun went off. | | | | |
| | <u></u> | | | | |
| Ammunition Information: | | | | | |
| Manufacturer: Federal | Type: 30-06 | | | | |
| 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): | | | | | |
| Brand of cleaning solution used: New Years | | | | | |
| How often do you clean the bore? (Months or Number of rounds) しんじ | | | | | |
| How often do you clean the action? (Months or Number of rounds) メルル | | | | | |
| How often do you clean the trigger assembly? (Months or Number of rounds) Wew | | | | | |
| | | | | | |
| Brand of lubricant used: WeW | | | | | |

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):

如此是自然被告的一个理解的的 化生活的

Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?

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 Divison 14 Hoefler Ave -- Ilion, NY-13357



I YOUR FIREARM OR IN THE SAME BOX WITH THE F YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND-

nage in shipping and handling. Preferably, e returned.)

iss or damage...

e the box. Shipments without a proper

st. Remington is not responsible for purchase insurance from your carrier.

Charge repairs will be processed using the ronowing guidelines:

:: 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)

:: 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.

> Could not duplicate concern. A> A Good-Will Gistiene will replace TPA, chick over And TRST FILL

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