

Remington Arms Co., Inc.
Product Service
Legal Case #:4915

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209939	11/10/2010	11/1/2010	11/11/2010	10/31/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joe	Engle	911 N. Caddo St.	Weatherford	OK	73096		C 580-819-4000 F 580-772-3540

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4063 Sent in for Evaluation Only		Unknown	
C	Concern:1006 Unexplained Discharge Safe OFF			

PI

PD

S fired when he touched bolt and safety, not trigger

Cause:4063 Sent in for Evaluation Only
Concern:1006 Unexplained Discharge Safe OFF

Unknown

C

11/1/10 Per call from Engle, he bought this rifle new 10/25/10 and when shooting Sunday, 10/31, the first 2 shots fired, the 3rd shot wouldn't fire, he went to put the safety on and when he touched the safety the gun went off without his hand on the trigger. The 4th time he tried it and it wouldn't fire, he went to put the safety on and it was stuck. He touched the bolt to unload and it fired.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	n/a	71510961	LD	2/2/2009 1:43:40 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 0392	SCOPE,RINGS,BASE	Y			

CONCERN:PULLED TRIG,NOTHING HAPPENED AND FIRED WHEN SAFE WAS PUT ON

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
Repair at no charge under warranty						

Repair/Replacement Cost	Repair/Replacement Date
65.28	11/11/2010

11/1/10 Faxing ARS and letter to ship back to factory.cm 11/11/10 Called Joe with update. Marked repair to ship 1 day air.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/11/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4063	Sent in for Evaluation Only	DURING EXAMINE I HAD THE TRIGGER FAIL ONCE. IT DID NOT FIRE DOWN DURING THE TRIGGER FAILURE. I COULD NOT GET IT TO REPEAT THE FAILURE AGAIN.
	Description		24" 7MM REM MAG
	Date Code		LD
	Bore Plugged	False	

Barrel	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---	
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

Remington®

24"
LDZ/09
5#

4915

November 1, 2010

Joe Engle
911 N. Caddo St.
Weatherford, OK 73096

Subject: #4915, Model 770

Dear Mr. Engle,

Per our phone conversation, is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of the attached letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the box with "Supry".** I will contact you after inspection to resolve.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

SAFETY Arm stuck
during testing &
Trigger would not
pull.

TRIG. Failure, WAS UNABLE
TO REPEAT FIRE PIN FAILURE. → FP did not
check over, replace TPA + Bolt
ASSM. TEST FILE AT H/C

WARRANTY

Serial
Number:

71510961

Model: 770



RE00209939

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025
Phone 800-243-9700 • www.remington.com

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Joe Engle Date: 11/1/10
Company: _____ From: Christy
Fax No.: 580-772-3540 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS: Please Read Below. Thanks

This gun was firing when it wasn't suppose to. I shot it 2 times and it shot fire, the next shot I pulled the trigger and nothing happened so I went to put the safety on and then the gun went off. I wasn't expecting it, and wasn't prepared either. I shot it one more time and again I pulled the trigger and nothing happened, so I went to put the safety on and it was stuck for some reason, so I went to eject the shell and as soon as I touched the bolt, the gun went off. This could have really hurt someone or killed them if I wasn't paying attention and knew what I was doing.

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I would really just like to have a new gun, because I believe this one is really messed up. I just sold a perfectly good Winchester gun, and bought a new Remington and I am very disappointed.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700

Phone 336-548-8700 • www.remington.com



www.remington.com

Remington Arms Company, Inc.
870 Remington Drive
P. O. Box 700
Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE:	11/1/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION:		I will fax: 580-772-3540	
770			
urgent!!!			

LABEL INFORMATION

MAIL LABEL TO:	Joe Engle
	I will fax to: 580-772-3540
	911 N. Caddo St Weatherford, OK 73096
RETURN ITEM TO:	Rem Product Service
To:	Dodson, Cathy
Subject:	Engle
Attachments:	Untitled (7).xls

Could I possibly get this one before the afternoon mail run? I need to move this one quickly. Thanks!



FACSIMILE TRANSMITTAL SHEET

To: Joe Engle Date: 11/1/10
Company: _____ From: Christy
Fax No.: 580-772-3540 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

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November 1, 2010

Joe Engle
911 N. Caddo St.
Weatherford, OK 73096

Subject: #4915, Model 770

Dear Mr. Engle,

Per our phone conversation, is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of the attached letter with the firearm. **The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly.** Please mark the ends of the box with "Supry". I will contact you after inspection to resolve.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

TRANSMISSION VERIFICATION REPORT

TIME : 10/29/2010 15:17
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

10/29 15:15
15408967018
00:01:11
03
OK
STANDARD

Remington®

FACSIMILE TRANSMITTAL SHEET

To: Ben-Sporting Goods Date: 10/29/10
Company: Rock. Coop From: Christy Mitchell
Fax No.: 540-896-7018 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:

JOE ENGLE
911 N CADD ST.
WEATHERFORD OK 73096

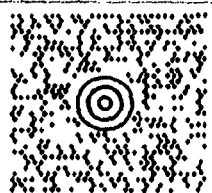
10 LBS

1 OF 1

RS

SHIP TO:

ATTN:PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357



NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6616 3570



BILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

REF 1:JOE ENGLE/CD/CM
REF 2:770

WS 12.0.17

LP2442 09.0A 10/2010



International Shipping Notice: A package for shipment may be subject to the rules, regulations, and other restrictions established by the Government of the destination country. Certain restrictions may apply to the shipment of certain goods. For more information, please visit the UPS website at www.ups.com. For shipping restrictions, please visit the UPS website at www.ups.com. For shipping restrictions, please visit the UPS website at www.ups.com.

4XX596 NOV 1, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066163570
REF 1:JOE ENGLE/CD/CM
REF 2:770

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRGS:

			SVC	T/P USD
DV 0.00	COD	0.00	RS	0.50
DC 0.00	DGD	0.00	SD	0.00
AH 0.00	PR	0.00	SP	0.00
TOT PUB CHG 9.49			PUB+HANDLING	9.49

1 OF 1

RETURN SERVICE
CUSTOMER RECEIPT

SHIP TO:

ATTN:PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLER AVE.
ILION NY 13357



CUSTOMER SERVICE

800-742-5877

PACKAGE CONTENTS: FIREARMS

REF 1:JOE ENGLE/CD/CM
REF 2:770

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a receipt only and you are named on the attached label/document exclusively for identification purposes. The contract of carriage is between UPS and its customer. There is no contract between you and UPS. By handing over the goods to UPS, you agree that UPS collects the goods on behalf of its customer and accepts no liability whatsoever to you or anyone other than its customer for any loss, delay, or damage to goods resulting from negligence or any other cause.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6616 3570



International Shipping Notice: A package for shipment may be subject to the rules, regulations, and other restrictions established by the Government of the destination country. Certain restrictions may apply to the shipment of certain goods. For more information, please visit the UPS website at www.ups.com. For shipping restrictions, please visit the UPS website at www.ups.com. For shipping restrictions, please visit the UPS website at www.ups.com.

JOE ENGLE
911 N CADDIS ST.
WEATHERFORD OK 73026

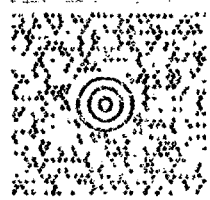
10 LBS

1

RS

SHIP TO:

ATTN: PRODUCT SERVICES
REMINGTON ARMS CO., INC.
14 HOEFLE AVE.
ILION NY 13357

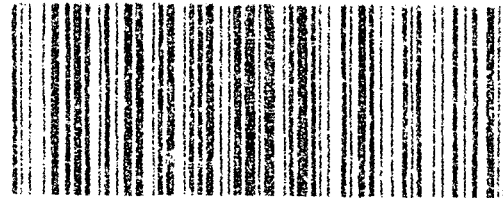


NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 595 90 6616 2970



ILLING: 3RD PARTY
DESC: FIREARMS
RETURN SERVICE

F 1: JOE ENGLE/CD/CM
F 2: 770

NOV 12 2010

LP2412 08 08 10/2010

International Shipping Notice: Carriage hereunder may be subject to the rules relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules Relating to International Carriage by Air (the "Warsaw Convention") or the Convention on the Contract for the International Carriage of Goods by Road (the "CMR Convention"). These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations. Diversion contrary to U.S. law prohibited. For shipping terms, call 1-800-878-7892.

596 NOV 1, 2010 ALL CURR USD 1 OF 1
GND COM ACT WT 10.0 LBS
CKING# 1Z4XX5959066163570
1: JOE ENGLE/CD/CM
2: 770

LING CHARGE 0.00

LE-PIECE PUB RATE CHRG:

			SVC	T/P	USD
00	COD	0.00	RS	0.50	
00	DCD	0.00	SD	0.00	
00	PR	0.00	SP	0.00	
JB	CHG	9.49	PUB-HANDLING	9.49	

OF 1

RETURN SERVICE
CUSTOMER RECEIPT

IP TO:
IN:PRODUCT SERVICES
MINGTON ARMS CO., INC
HOEFLEK AVE.
ION NY 13357

CUSTOMER SERVICE
800-742-5877

PACKAGE CONTENTS: FIREARMS

EF 1:ICE ENGLE/CO/CM
EF 2:770

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THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TRN: 12 4XX 596 90 6616 3570



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TRANSMISSION VERIFICATION REPORT

TIME : 11/01/2010 14:08
NAME :
FAX : 3365487823
TEL :
SER.# : BRO00J148005

DATE, TIME
FAX NO./NAME
DURATION
PAGE(S)
RESULT
MODE

11/01 14:07
15807723540
00:01:00
03
OK
STANDARD
ECM

Remington.

FACSIMILE TRANSMITTAL SHEET

To: Joe Engle Date: 11/1/10
Company: _____ From: Christy
Fax No.: 580-772-3540 Fax No.: _____
Phone No.: _____ Phone No.: 800-243-9700 x8684

Number of pages including Cover Sheet: _____

COMMENTS:
