

Remington Arms Co., Inc.
Product Service
Legal Case #:5085

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
214108	12/10/2010	11/15/2010	12/14/2010	11/11/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Lollis	108 Herndon Dr.	Ninety Six	SC	29666		H 864-993-9647 E heatherrlollis@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern	Unknown	
S	Concern:1008	Fired on Bolt Closing		
C	FBC			

11/12/10: Customer called in. He stated he had a FBC on 11/11/10. No damage - No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	71538111	KD	5/14/2009 11:59:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
7/2/2010	WAL-MART STORE 01-1382		Y			

CONCERN:FBC

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
Per Ilion - Check over under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27	12/17/2010				

11/15/10: Sending ARS, ltr, form. df 12/17/10: Per Ilion - Could not duplicate concern. TA functioning as designed. Check over completely, clean & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/14/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		KD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	

Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; 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	
	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---	3#
	Altered	False	
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry																																		
Repair Number: RE00214108	Serial: 71538111 Model 770 Center Fire Caliber 30 06 Produced: 05/14/2009 SKU: 85633	Repairman: _____	Status: New 12/12/2010 6:27:00 AM																															
Verify Repair																																		
ADDRESS INFORMATION																																		
Customer		☒ Received from		☐ Received from																														
Name: JOSEPH LOLLIS	Name: JOSEPH LOLLIS		Name: _____																															
Address 1: 108 HERDON DR	Address 1: 108 HERDON DR		Address 1: _____																															
Address 2: _____	PO Box: _____	Address 2: _____	PO Box: _____	Address 2: _____																														
City: NINETY SIX	City: NINETY SIX		City: _____																															
State: SC	Zip Code: 29666	Country: US	State: SC	Zip Code: 29666																														
Country: US																																		
FFL: _____																																		
Contact / Condition Problems Estimate History / Status Shipping / Billing																																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Date</th> <th style="width: 10%;">Code</th> <th style="width: 15%;">User ID</th> <th style="width: 25%;">Desc1</th> <th style="width: 35%;">Desc2</th> </tr> </thead> <tbody> <tr> <td>12/12/2010 6...</td> <td>New</td> <td>schultscm</td> <td>Repair Added</td> <td></td> </tr> <tr> <td>12/12/2010 6...</td> <td>Expedite</td> <td>schultscm</td> <td>From: Check In</td> <td>To:</td> </tr> <tr> <td>12/12/2010 12...</td> <td>EmailSent</td> <td>ArmEmail</td> <td>Repair Received</td> <td>HEATHERR</td> </tr> <tr> <td>12/12/2010 12...</td> <td>EmailVerified</td> <td>ArmEmail</td> <td>Receipt</td> <td>HEATHERR</td> </tr> <tr> <td>12/14/2010 9...</td> <td>Maint</td> <td>Travisbw</td> <td>Repair Maintenance</td> <td>Status: New</td> </tr> </tbody> </table>					Date	Code	User ID	Desc1	Desc2	12/12/2010 6...	New	schultscm	Repair Added		12/12/2010 6...	Expedite	schultscm	From: Check In	To:	12/12/2010 12...	EmailSent	ArmEmail	Repair Received	HEATHERR	12/12/2010 12...	EmailVerified	ArmEmail	Receipt	HEATHERR	12/14/2010 9...	Maint	Travisbw	Repair Maintenance	Status: New
Date	Code	User ID	Desc1	Desc2																														
12/12/2010 6...	New	schultscm	Repair Added																															
12/12/2010 6...	Expedite	schultscm	From: Check In	To:																														
12/12/2010 12...	EmailSent	ArmEmail	Repair Received	HEATHERR																														
12/12/2010 12...	EmailVerified	ArmEmail	Receipt	HEATHERR																														
12/14/2010 9...	Maint	Travisbw	Repair Maintenance	Status: New																														
☐ Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC Current Status <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">New</td></tr> <tr><td style="text-align: center;">12/12/2010 6:27:00 AM</td></tr> <tr><td style="text-align: center;">schultscm</td></tr> <tr><td style="text-align: center;">Repair Bench</td></tr> <tr><td style="text-align: center;">Repair Location</td></tr> <tr><td style="text-align: center;">ILN</td></tr> <tr><td style="text-align: center;">Current Location</td></tr> <tr><td style="text-align: center;">ILN</td></tr> <tr><td style="text-align: center;">Transfer Number</td></tr> </table>					New	12/12/2010 6:27:00 AM	schultscm	Repair Bench	Repair Location	ILN	Current Location	ILN	Transfer Number																					
New																																		
12/12/2010 6:27:00 AM																																		
schultscm																																		
Repair Bench																																		
Repair Location																																		
ILN																																		
Current Location																																		
ILN																																		
Transfer Number																																		
Repair Search Refresh																																		
Close																																		

DEC 17 2010

BY: _____

5085

22"
10/5/09
3#
COPY

November 12, 2010

Joseph Lollis
108 Herndon Dr.
Ninety Six, SC 29666
Ph: 864-993-9647

Ref: # 5085

Dear Mr. Lollis,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

71538111

Model: 770



RE00214108

could not duplicate concern.
T.A. functioning as designed.
check over completely, clean
& test fire at N/C
warranty

Print

Reset

Model Number: <u>770</u>		Serial Number: <u>71538111</u>	
Are you the original owner?: ☒ YES ☐ NO			
Name: <u>Joseph Scott Lollis</u>		Date of Purchase: <u>07-02-10</u>	
Address (no PO Boxes): <u>108 Hernon Dr</u>			
City: <u>Ninety Six</u>		State: <u>SC</u>	Zip: <u>29666</u>
Phone (Daytime): <u>(864) 993-9617</u>		Fax: <u></u>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <u>Heather R Lollis @ gmail . com</u>			
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>On November 11th 2010 I went to load a round in the chamber when I locked the bolt the Gun fired by it self. That was the fourth Round put IN the Gun</u> 500 characters left			
Ammunition Information:			
Manufacturer: <u>Remington</u>		Type: <u>150GR. CORE LOCK RSP R30062</u>	
Other (i.e. bullet weight/type, shot size, powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Remington.

www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref# 5085 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joseph Lollis 108 Herndon Dr. Ninety Six, SC 29666 Ph: 864-993-9647
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066079582
REF 1: JOSEPH LOLLIS/CD/DMF
REF 2: 5085/RIFLE

HANDLING CHARGE 0.00
SINGLE-PIECE PUB RATE CHRG: 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 8.74 PUB+HANDLING 8.74







