

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5176

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
216716	12/29/2010	11/22/2010	1/11/2011	11/21/2010			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brian	Watson	1148 Crocker St.	Coos Bay	OR	97420		W 541-267-2137 C 541-217-9962

Incident Information

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

11/22/10: Customer called in. He stated that he was hunting on 11/21/10 and the rifle fired with the safety on. No damage, No injury. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	85635	71530606	CD	4/23/2009 5:43:37 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
12/23/2010	WAL-MART STORE 1880	SCOPE,BASE,RINGS	Y			

CONCERN:FSO,TRIG GUARD BROKEN,REQUESTS REFUND

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
Refund			\$321.97		1/11/2011	
<b>Repair/Replacement Cost Repair/Replacement Date</b>						

11/22/10: Sending ARS, ltr, form. df 1/11/11: Received report from factory. Could not duplicate concern. Cust. wants a refund & submitted receipt. I will request refund. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/6/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		CD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	

Bolt	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	SOME RUSTING ON ACTION
	Stock Condition	Abused; Functioning	T.G. BROKEN
	Fore End Condition	--Select--	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		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--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

# Remington Arms Company, Inc.

Madison, NC 27025

ORIGINAL

**[COPY]**

Purchase Order No.  
Dell Marie Fulcher  
Name of Person Originating APV  
Product Service Ext 8686  
Location/Extension of Originator  
1/11/2011  
Date Prepared

Seller's Invoice No. \_\_\_\_\_ Seller's Invoice Date \_\_\_\_\_

Pay To: Brian Watson

Street and No. 1148 Crocker St.

City Coos Bay State OR Zip Code 97420

% \_\_\_\_\_ Days; Net \_\_\_\_\_ Days or \_\_\_\_\_  
Desired Pay Date

Vendor Code 106248  
Pmt Method RUSH

Description	Repair#	Total	
		Dollars	Cents
Refund of firearm per Dell Fulcher	216716	321	97

Ref# 97420WatsonBria Serial # 71530606

Case# 5176

1/11/11  
Submitted G-408 to  
A/P Dept.

## Wire Transfer Information

Bank: \_\_\_\_\_

ABA: \_\_\_\_\_

Pay to: \_\_\_\_\_

Acct #: \_\_\_\_\_

Distribution  
230145-8850050  
Cost Element/Cost Center  
Tax

The approval signature(s) shown below attest that :  
verifications and extensions have been properly ma  
Accounts Payable Section can make payments with  
checks as to correctness.

Signed: \_\_\_\_\_

Signed: Daniel M. Collins

Date: 1/11/2011

Net	
321	97

## For Treasury Use Only

Date Paid \_\_\_\_\_  
Reference No. \_\_\_\_\_  
Bank Acct \_\_\_\_\_  
USD Amt \_\_\_\_\_  
(If in Foreign Currency)

[COPY]

**Walmart**   
Save money. Live better.

MANAGER RANDALL JONES  
(541) 888 - 5488  
ST# 1880 OP# 00002840 TE# 77 TR# 09296  
RIFLE 004770085635 297.00 N  
AMMO 002089220013 24.97 N  
SUBTOTAL 321.97  
TOTAL 321.97  
CASH TEND 340.00  
CHANGE DUE 18.03

# ITEMS SOLD 2

TC# 2330 4677 4475 8859 7566 9



Oregon E-Cycles: Free Recycling  
For Computers, Monitors, and TV's  
[www.oregonecycles.org](http://www.oregonecycles.org) 1-888-5-ECYCLE

THANK YOU FOR SHOPPING WITH US  
10/23/10 18:58:48

\*\*\*\*\* RETURN & EXCHANGE POLICY \*\*\*\*\*  
All ammunition sales are final.  
\*\*\*\*\*

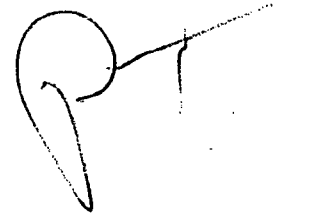
\*\*\*\*\* FIREARMS RETURN POLICY \*\*\*\*\*  
All firearm sales are final.  
\*\*\*\*\*

5176

[COPY]

24"  
CD 4/09  
4.5#

November 22, 2010



Brian Watson  
1148 Crocker St.  
Coos Bay, OR 97420  
Ph: 541-267-2137

Ref: # 5176

Dear Mr. Watson,

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 customer.

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

RECEIVED  
JAN 10 2011

BY: .....

enclosure

RECEIVED  
JAN 10 2011

71530606

Model: 770



RE00216716

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

Print

Reset

<b>Model</b> Number: 770		<b>Serial</b> Number: 71530606	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Brian J Watson		Date of Purchase: 10/23/10	
Address (no PO Boxes): 1148 Crocker St			
City: Coos Bay		State: OR	Zip: 97420
Phone (Daytime): (541) 217-9962		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
<b>E-mail Address:</b> <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> Trigger Guard broke off when gun misfired while safety was on. Nov 21, 2010 was the date of the occurrence. I expect full refund on said gun from Remington.			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input type="checkbox"/> NO
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to:  <b>Remington Arms Co., Inc.</b> <b>Attn: Arms Service Division</b> <b>14 Hoefler Avenue</b> <b>Ilion, NY 13357</b>
<input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b>  :: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Provide a return address on both the outside and inside the box. Shipments without a proper

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following 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. We process checks electronically through Check21.





www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	11/22/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PKG:	10 lbs
<b>PLEASE CHECK ONE</b> MEDIA COORDINATOR TO MAIL		I WILL MAIL	XXXXXX
DESCRIPTION: Ref # 5176 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Brian Watson  
1148 Crocker St.  
Coos Bay, OR 97420  
Ph: 541-267-2137

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 23, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065806181  
REF 1: BRIAN WATSON/CD/DMF  
REF 2: 5176/RIFLE  
  
HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHRG:  
DV 0.00 COD 0.00 SVC T/P USD  
DC 0.00 DGD 0.00 RS 0.50  
AH 0.00 PR 0.00 SD 0.00  
TOT PUB CHG 11.74 PUB+HANDLING 11.74

