

Remington Arms Co., Inc.
Product Service
Legal Case #:5869

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
225284	3/8/2011	2/14/2011	3/9/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Jerome	Brewer	825 Powell Ave	Miamisburg	OH	45342		C 937-212-3833

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Fired on safety release Concern:1007 Fired on Safe Release			
C				

2/14/11 Per call from Brewer, he has had his 770 fire when releasing the safety about 4 times. It did it with him once and with his uncle twice.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85642	71377307	PB	6/8/2007 11:35:01 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
2/28/2009	DICK S SPORTING GOODS	SCOPE,RINGS,BASE	Y			

CONCERN: FSR

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, test fire no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.88	3/21/2011				

2/14/11 Mailing ARS.cm 3/21/11 Per Ilion, could not duplicate concern. Can offer to replace TPA, clean, test fire no charge to restore confidence.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		3/9/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		PB
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

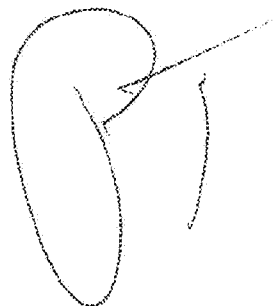
	Muzzle/Crown Condition	Slightly Worn; Functioning	
Bolt	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly 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		M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	--Select--	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Remington.

22"
PB 6/07
4.5#

5869

February 14, 2011



Jerome Brewer
825 Powell Ave
Miamisburg, OH 45342

Subject: #5869, Model 770

Dear Mr. Brewer,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping label to cover shipment of the firearm for inspection at our factory. Please include a copy of this 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 boxes with "Product Service".

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

Sincerely,

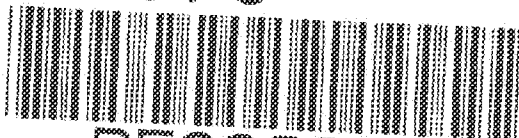
Christy Mitchell
Consumer Affairs Administrator
Phone: 800-243-9700, ext 8684
christy.mitchell@remington.com

RECEIVED
MAR 15 2011

BY:

71377307

Model: 770



RE00225284

could not duplicate concern.
can offer to replace TPA, clean
+ test fire to restore confidence
in rifle AT N/C

warranty

27.
14.88
41.88

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

PS 19485

NOTE: Please complete and print this form, and then include it with your firearm.

Model Number: 770	Serial Number: 71377307
Are you the original owner? ☒ YES ☐ NO	
Name: Jerome Brewer	Date of Purchase: 2/28/09
Address (no PO Boxes): 825 Powell Ave	
City: Miamisburg	State: OH Zip: 45342
Phone (Daytime): 937-212-3833	Fax:
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) jt.brewer@hotmail.com	
E-mail Address: ☒ I would like to receive future e-mail updates from Remington.	
Please describe your problem and date of occurrence: I have had 1 miss fire personally. My uncle used this firearm and had two miss fires. I had a friend shooting with me and he said IT MISS FIRED. "Note my friend doesn't shot very much. I do question him saying it." First miss fire about 6/09 Second miss fire around 11/09 Third miss fire around 11/10 Fourth miss fire? around 8/10 P/S haven't shot this gun much since I bought 700 SPS 1243	
500 characters left	
Ammunition Information:	
Manufacturer: Remington Winchester	Type: CORE-LOKT R270W4 POWER-POINT R270S
Other (i.e. bullet weight/type, shot size, powder): Rem-150 Win 130	
Handload Information:	
Powder Used: 	Powder Weight:
Case/Hull Used: 	Primer Used:
Bullet Type/Shot Size: 	Reloads Used:

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	<i>hopps no. 9</i>
How often do you clean the bore? (Months or Number of rounds)	<i>when shot or 6 months</i>
How often do you clean the action? (Months or Number of rounds)	<i>when shot or 6 months</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>when shot or 6 months</i>
Brand of lubricant used:	<i>Rem oil</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>when shot or 6 months</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>when shot or 6 months</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	<i>when shot or 6 months</i>
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
☐ YES ☒ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>Never</i>	
What were the services performed?	
<i>None, my gunsmith said he wont do a walker trigger</i>	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
⚠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.	
:: 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.	

I have Placed
Zip Ties under
The Foam Please
Rezip Tie to
Ship Back

DICK'S SPORTING GOODS

Dayton, OH
(937) 438-8100

02/28/09 07:49 PM
RECEIPT EXPIRES ON 05/29/09

S-00088 RA7 T-4083 A-99008 SALE

Your associate today is: Jon

Customer Copy

026285513868 HOPPE2708/N 2.99

047700053103 REMINGTON2/N 18.99
SAP: 0077944

047700856421 77000GREEN/N 359.97

ITEM TOTAL 381.95

SUBTOTAL 381.95

TAX 26.74

TOTAL 408.69

CASH 40.00

CHANGE DUE 0.31

Scorecard #: 932571087857



000000014083022809013

My ScoreCard - rewards Account
www.MyDickSportingGoods.com

New ORIGIN
Call 1-800-4-A-Sports
Team

Ask for more details

Shop www.DickSportingGoods.com

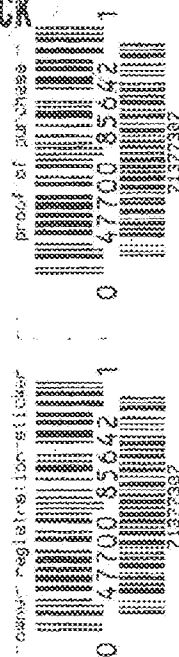
MODEL 770 W/SCOPE, OLIVE DRAB STOCK

Bolt Action Centerfire Rifle
22" Barrel .270 Cal. W/4 Shot Mag Box
W/CASE, SLING, & ADD'L MAG BDX

ASK FOR PACKING CARTON

-OWNER'S MANUAL & WARRANTY CARD

32 FORM



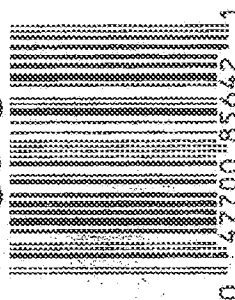
ORDER NO. **85642**

BARREL LENGTH **22"**

CAPACITY **4**

71377307

UPC



Remington®

REMINGTON IS A TRADEMARK REGISTERED IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE BY REMINGTON ARMS COMPANY, INC.

PRINTED IN U.S.A.

RD FORM RD 7085 REV. 2005

EVERY SEASON STARTS AT



We carry a broad assortment of trigger safety locks, lockable gun cases and steel security cabinets

**SAFETY
FIRST**

Dick's Sporting Goods is committed to firearm safety. Please sign below acknowledging receipt of this document. We will be unable to process the sale without your signature.

MY SIGNATURE INDICATES THAT I HAVE READ AND UNDERSTAND THE BELOW NOTICE TO BUYER AND SAFE GUN HANDLING PRACTICES

Signature [Signature]

DATE 01-28-01

NAME George T. [unclear]
Please print clearly

ADDRESS 93 [unclear]

CITY Memphis

STATE Tenn ZIP 38106

BIRTHDATE 07-19-1975
MM DD YY

NOTICE TO BUYER

WE ARE NOT RESPONSIBLE FOR MAINTAINING ANY OF YOUR PERSONAL GUN RECORDS FOR YOU IT IS RECOMMENDED THAT YOU RECORD THE INFORMATION ABOUT YOUR FIREARM AND MAINTAIN THAT INFORMATION FOR FUTURE REFERENCE. ALL FIREARMS AND AMMUNITION SALES ARE FINAL AND NO REFUNDS OR EXCHANGES ARE PERMITTED. ANY DEFECTIVE NEW FIREARM UNDER MANUFACTURER WARRANTY WILL BE RETURNED TO THE MANUFACTURER FOR REPAIR OR REPLACEMENT AT THE MANUFACTURER'S DISCRETION.

Number of Children under 18 in your household _____

E-MAIL ADDRESS (optional) _____

Did you receive/purchase a trigger lock with this firearm? Y _____ N _____

SAFE GUN HANDLING PRACTICES

- Follow all federal, state and local laws, regulations and ordinances pertaining to firearms.
- Always handle a firearm as if it were loaded, even when you are "positive" that it is not.
- Never store firearms or ammunition within the reach of children or other unauthorized persons.
- Always store ammunition separate from firearms.
- Always keep your firearm unloaded when not in use.
- Always point a firearm in a safe direction.
- Never leave a loaded firearm unattended or outside of your control.
- Always wear impact resistant glasses and proper hearing protection when using your firearm.
- Always be aware of your target, background and surroundings when using your firearm.
- Always use special care when loading and unloading a firearm.
- Always unload and open the action before handing a firearm to someone.
- If a firearm is dropped, carefully inspect it before using to make sure it functions properly or take it to a gunsmith for inspection.
- Never rely on any safety mechanism to prevent accidental discharge.
- Never use a firearm while under the influence of alcohol or drugs.
- Follow safe firearm carrying procedures anytime you are transporting a firearm.
- Use only the ammunition as instructed for your firearm.
- Read and follow all instructions in the owner's manual.
- When not in use, apply a trigger lock to the firearm and store in a secure, locked case, security cabinet or gun safe.
- Keep your finger outside the trigger guard until ready to shoot.

WHITE - CORPORATE CANARY - STORES PINK - CUSTOMER

Case #		Date of Call	2/14/11	Date of Incident		PreLit		Lit		Obs	
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Reporter name		Incident Name/Age	Jerome Brewer 825 Powell Ave. Miamisburg OH 45342 937-212-3833
address		address	
contact #'s		contact #'s	
email		email	

Injury	
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Medical Treatment	
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Alleged cause	
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Firearm	Ser #	Cal	DOM	Orig owner?	When/Where purchased			
770	71377307	.270		Y				

Ammunition	Factory/Reload	Manuf	Caliber	Bullet type/wgt	Lot #	Additional info

Other Product	
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Notes:	Had about 4 times on its own - FSR once, under twice
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Customer's Request	
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My actions/offers	
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www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	2/14/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
☒ PLEASE CHECK ONE			
MEDIA		xx	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
770			

LABEL INFORMATION

MAIL LABEL TO:	Jerome Brewer 825 Powell Ave Miamisburg, OH 45342
RETURN ITEM TO:	Rem Prod Service

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

4XX596 FEB 15, 2011 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING# 1Z4XX59690667Z1814
REF 1: JEROME BREWER/CD/CN
REF 2: 770

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE CHRG:		RS 0.50
DV 0.00	COB 0.00	SD 0.00
DC 0.00	DCB 0.00	SP 0.00
AH 0.00	PR 0.00	PUB+HANDLING 8.84
TOT PUB CHG 8.84		





