

Remington Arms Co., Inc.
Product Service
Legal Case #:5781

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220895	1/27/2011	1/28/2011	1/28/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Dora	Ellis	608 Dallas County Rd 263	Sparkman	AK	71763		H 870-403-7494 E doraellis2000@yahoo.com

Incident Information

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

Customer sent gun in with a letter. Customer stated they bought rifle in 2007 and used it for 3 hunting seasons. Fired it about 20 times. In 2009 - customer stated they pushed the safety off & the rifle fired. Stated it happened again in 2010. Customer feels that Remington is responsible. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Rbl	DOM
Remington	CF/BA	770/270 WIN	85632	71370133	KB	5/9/2007 3:10:14 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/5/2007	WAL-MART SUPERCENTER 0318	SCOPE BASE	U			

CONCERN:FSR

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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41.88	2/14/2011				

Per Ilion - Could not duplicate concern. As a goodwill gesture - will replace TA to restore confidence in rifle at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		KB
	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---	
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#
	Altered	False	
	Sub-Assembly	Other Remington	

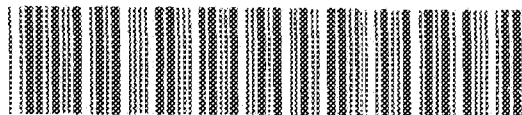
Dora Ellis
608 Dallas County Road 263
Sparkman, AR 71763
870-403-7494
doraellis2000@yahoo.com

December 29, 2010

Remington Arms Co., Inc
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

Serial Number: 71370133

Model: 770



RE00220895

RE: Remington 770 Bolt Action Centerfire Rifle – 22" Barrel .270 Cal. W/4 Shot Mag Box.
Serial # 71370133

Dear Sir:

Enclosed are copies of my receipt for the referenced rifle, letter to Remington Arms Co., Inc, Madison, NC, letter from Remington Arms Co, Inc, Madison, NC.

I purchased the rifle October 05, 2007. I have used the rifle for the past three deer hunting – modern gun – seasons. The rifle has been fired approximately 20 times.

Once last season (fall 2009) as I attempted to push the safety into the Off mode, the rifle misfired; I thought it to just be an oversight on my part, however again on December 17, 2010, the rifle misfired as I attempted to push the safety into the Off mode. This time I am sure that I was not in any way responsible for the misfire. I examined the rifle to find all parts secure.

This misfiring of the rifle has caused me to be unable to use the rifle for fear of a more serious unexpected misfiring of the rifle.

I feel that, even though the rifle is no longer in warranty, Remington is responsible for the faulty making of the rifle.

I am shipping this rifle as suggested in the letter from Remington. Please notify me when you have completed your investigation of this rifle. My phone number is 870-403-7494. My email is doraellis2000@yahoo.com and my mailing address is 608 Dallas 263, Sparkman, AR 71763.

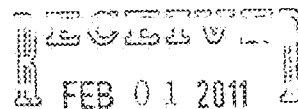
Thank you in advance for your cooperation in this matter.

Sincerely,

Dora Ellis

could not duplicate concern
As a Good-will Gesture will replace
GPA to restore confidence in rifle
AT N/C

WARRANTY



BY: _____

Dora Ellis
608 Dallas County Road 263
Sparkman, AR 71763

December 29, 2010

Remington Arms Co., Inc
PO Box 700
Madison, NC 27025-0700

RE: Remington 770 Bolt Action Centerfire Rifle

Dear Sir:

Enclosed is a copy of my receipt for the referenced rifle.

I have used the rifle for the past three deer hunting – modern gun – seasons. The rifle has been fired approximately 20 times. On December 17, 2010, the rifle misfired as I attempted to push the safety into the Off mode. I examined the rifle to find all parts secure.

This misfiring of the rifle has caused me to be unable to use the rifle for fear of a more serious unexpected misfiring of the rifle.

I feel that, even though the rifle is no longer in warranty, Remington is responsible for the faulty making of the rifle.

Please advise me of any known or similar mishaps of this make of your rifle.

Sincerely,

Dora Ellis

Remington.

Jan. 11, 2011

Dora Ellis
608 Dallas County Road 263
Sparkman, AR 71763

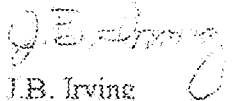
Dear Dora,

Thank you for contacting Remington Country. We regret that you are experiencing problems with your firearm. Based on the information you have provided, we suggest that you send your firearm to our Ilion, NY facility.

1. Record the serial number of your firearm before sending it to us.
2. Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box, not a hardcase.
3. Remove all accessories from your firearm to prevent loss or damage. This would include scope, slings, or extra choke tubes.
4. Enclose a letter with the firearm detailing the model name or number of your firearm and serial number along with a full description of the problem. Be sure to include your full name and address (P.O. Box and Street Address), including zip code, daytime telephone number, and e-mail address.

Ship to:
Remington Arms Company, Inc.
Attn: Arms Services Division/Repairs
14 Hoefler Avenue
Ilion, NY 13357

Sincerely,


J.B. Irving
Consumer Service

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

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ST# 0318 OPR 00002460 TEE 77 TR# 07461
270 CALAMND 004770005290 13.76 X
RIFLE 004770085632 329.87 X
SUBTOTAL 343.63
TAX 1 6.000 X 20.62
TAX 2 2.500 X 8.69
TOTAL 372.84
REBIT TEND 372.84
CHANGE DUE 0.00

EFT DEBIT PAY FROM PRIMARY
ACCOUNT : 2423
372.84 TOTAL PURCHASE
REF # 727800761687
NETWORK ID: 0055 M/PR CODE 863108
10/05/07 09:12:14

ITEMS SOLD 2

TC# 2690 6835 0455 5006 9584 2



Wal-Mart exclusive Eagles CD
available October 30th!
10/05/07 09:12:15

***** FIREARMS RETURN POLICY *****

All firearm sales are final.
Wal-Mart will facilitate the repair of
damaged merchandise for the length
of the specific manufacturer's
warranty. Original Wal-Mart receipt
and valid government-issued I.D.
are required. Gun repair can only be
processed at the original store
where purchased.

