

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5530

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
224420	2/25/2011	1/4/2011	3/14/2011				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Steven E	Snow	21029 Flippin Rd	Warsaw	MO	65355		H 417-998-8080 C 660-723-3800

## Incident Information

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

1/4/11 Per letter dated Nov 20, given to me the week of Dec 20th, Mr. Snow states that his wife was in the tent blind on their farm and a deer was coming in and when she placed the gun from safety to fire it went off. She did not have her finger on the trigger. No one was hurt but he has a hole in the wall of the blind. He would like to send it for safety inspection and would like us to consider trading it with him for a different rifle.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPR	n/a	71414841	XB	12/17/2007 1:46:29 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
3/1/2008	KRUSE HDWE CO CINCINNATI OHIO	SCOPE,BASE RINGS	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
Replace TPA, test at no charge to restore confidence						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.88	3/15/2011				

1/4/11 Mailing ARS. Left message for Snow on his cell and spoke with his wife at the farm #.cm 3/10/11 Received email from Snow that I needed to email him. His phone reception is not good and he could not hear my message. I emailed him, "the factory has inspected the 770 rifle and could not duplicate the firing when the safety is released. All parts are clean and within factory specifications. I can have them replace the trigger assembly and test it at no charge to restore confidence in the rifle. It does not warrant destroying and replacing the rifle." Awaiting his reply.cm 3/14/11 Per email from Snow, he would like us to replace the trigger.cm

Examination{Remington/CF/BA}

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		2/28/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR SS
	Date Code		XB
	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	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	

**Mitchell, Christy**

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**To:** Steven Snow  
**Subject:** RE: Case # 5530, Repair # 224420, Steven E Snow

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**From:** Steven Snow [mailto:thesnowfamilyfarm@hotmail.com]  
**Sent:** Monday, March 14, 2011 10:10 AM  
**To:** Mitchell, Christy  
**Subject:** RE: Case # 5530, Repair # 224420, Steven E Snow

Christy, thank-you for responding back to my e-mail. I have discussed the matter with my wife. Although we would have rather had a different rifle, it will be acceptable for us if you would agree to replace the trigger assembly as you have offered to do. My wife and I are glad that we sent the rifle in though to let your company be aware of the problem... it really did go off without my wife having her finger on the trigger. I have always been taught, and have taught others under my guidance, to ALWAYS have a gun (loaded or allegedly unloaded), pointed in a safe-direction. The bottom of the stock had a little oval cap that must have fallen off while afield. While it's there at the factory, could you possibly have another oval cap replaced on it? I would appreciate it if you could. Please feel free to call me if you have any questions or issues prior to shipping the rifle back.

Respectfully,

Steven E. Snow  
(660) 723-3800 (cell)

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**From:** Christy.Mitchell@remington.com  
**To:** thesnowfamilyfarm@hotmail.com  
**Date:** Fri, 11 Mar 2011 11:40:59 -0500  
**Subject:** RE: Case # 5530, Repair # 224420, Steven E Snow

Mr. Snow, the factory has inspected the 770 rifle and could not duplicate the firing when the safety is released. All parts are clean and within factory specifications. I can have them replace the trigger assembly and test it at no charge to restore confidence in the rifle. It does not warrant destroying and replacing the rifle. I'll have it on hold until I hear from you.

Sincerely,  
Christy Mitchell  
Consumer Affairs Administrator/Field Armorer's School Administrator

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**From:** Steven Snow [mailto:thesnowfamilyfarm@hotmail.com]  
**Sent:** Thursday, March 10, 2011 2:03 PM  
**To:** Mitchell, Christy  
**Subject:** Remington rifle returned to Remington for firing when safety was clicked off.

Christy,

I received your voice mail... however was unable to understand it. Our phone lines (we waaaaaaaay live out in the middle of NOWHERE) are being serviced. Could you please e-mail me what you had said on the message. Again, I couldn't understand it. THANKS.

Steven Snow

27.  
14.88  
42.88

22"  
XB 12/0  
4.55

X

5530

January 4, 2011

Steven E. Snow  
21029 Flippin Rd  
Warsaw, MO 65355

Subject: #5530, Model 770

Dear Mr. Snow,

Thank you for your patience. Enclosed is the UPS ground prepaid shipping labels 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.

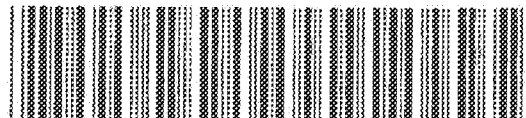
Sincerely,

Christy Mitchell  
Consumer Affairs Administrator  
Phone: 800-243-9700, ext 8684  
[christy.mit\\_hell@remington.com](mailto:christy.mit_hell@remington.com)

Serial  
Number

71414841

Model: 770



RE00224420

RECEIVED  
MAR 2 2011

BY:.....

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

Model Number:	770	Serial Number:	11414841
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Steven E. Snow		Date of Purchase: 03-24-2008	
Address (no PO Boxes): 21029 Flippin Road			
City: Warsaw	State: MO	Zip: 65355	
Phone (Daytime): (660) 723-3800		Fax:	
E-mail Address: (If e-mail address is provided, notification of receipt and shipment will be sent) thesnowfamilyfarm@hotmail.com			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:  Nov. 2010, while hunting, the rifle fired when the safety was taken on and finger was <u>not</u> anywhere near the trigger. Please see letter I sent in dated 11-20-10. Thanks! Snow			
Ammunition Information:			
Manufacturer: Federal Premium		Type: Vital-Shock	
Other (i.e. bullet weight/type, shot size, powder):		165 grain	
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Re-loader Used:	

*Step #1 → Hopper No. 9 Solvent*  
(scrub gun and punch bore)

Firearms Care (Cleaning and Lubrication):	<i>Step #2 → Birchwood Casey Gun Scrubber</i>
Brand of cleaning solution used:	<i>AEROSOL solvent (spray gun and bore)</i>
How often do you clean the bore? (Months or Number of rounds)	<i>Step #3 → Remington Gun Oil (spray gun and bore)</i> <i>every time it's fired → usually less than 10 rounds.</i>
How often do you clean the action? (Months or Number of rounds)	<i>same</i>
How often do you clean the trigger assembly? (Months or Number of rounds)	<i>spray it out w/ Aerosol</i>
Brand of lubricant used:	<i>Remington gun oil.</i> <i>Gun solvent every time it's fired</i>
How often do you lubricate the bore? (Months or Number of rounds)	<i>Same</i>
How often do you lubricate the action? (Months or Number of rounds)	<i>when cleaned</i>
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual?	
<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
<i>N/A</i>	
What were the services performed?	
<i>N/A</i>	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hasler Avenue Ilion, NY 13357	
<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.	



www.remington.com

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

## ARS LABEL REQUEST FORM

DATE:	12/30/2010	REQUESTED BY:	EDH
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL <input checked="" type="checkbox"/>		I WILL MAIL <input type="checkbox"/>	
DESCRIPTION:		770 71414841	

## LABEL INFORMATION

MAIL LABEL TO:	STEVEN SNOW 21029 FLIPPIN RD WARSAW, MO 65355
RETURN ITEM TO:	Ilion

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

4XX596 DEC 31, 2010 ALL CURR USD 1 OF 1  
SVC GND COM ACT WT 10.0 LBS  
TRACKING# 1Z4XX5969065688147  
REF 1: STEVEN SNOW/CD/EDH  
REF 2: 770

HANDLING CHARGE 0.00  
SINGLE-PIECE PUB RATE CHGS: SVC T/P USD  
DV 0.00 COD 0.00 RS 0.50  
DC 0.00 DCD 0.00 SD 0.00  
AM 0.00 PR 0.00 SP 0.00  
TOT PUB CHG 8.78 PUB+HANDLING 8.78

*Should I mail  
Elynn Reg.*

**Remington**

www.remington.com

Steven E Snow  
21029 Flippin Rd  
Warsaw, MO 65355

Remington Arms Company, Inc.  
Remington Drive  
Box 700  
Ft. Worth, NC 27025-0700

### REMINGTON ARMS LABEL REQUEST FORM

DATE:	1/4/2011	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA		XX	
COORDINATOR			
TO MAIL		I WILL MAIL	
DESCRIPTION:			
770 7141841			

### LABEL INFORMATION

MAIL LABEL TO:	Steven E Snow 21029 Flippin Rd Warsaw, MO 65355
RETURN ITEM TO:	Rem Product Service

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



A 5530

November 20, 2010

Remington Arms Company, INC.  
870 Remington Drive  
P.O. Box 700  
Madison, N.C. 27025-0700

Dear Remington Arms:

I have had used Remington Firearms all of my adult life. I am very familiar with guns having been a Sergeant in the Marines for 4 years and then a State Trooper for the last 26 years. I have taught my wife how to shoot, and then how to hunt. She has been hunting with me for years now and in March of 2008 I purchased her a new Remington 30-06, model 770. Serial #7141841.

She had an "incident" with that rifle while out hunting this deer-season. She is an R.N., B.S.N. and a pretty sharp girl. I have taught her "gun-safety" and have never seen her to not follow proper protocol when handling a firearm. I "believe" her when she relayed the following scenario to me.

She said that she had a deer coming in and when she placed the gun from "safety" to "fire" it went off. She told me that she absolutely did not have her hand on the trigger. She is very credible and I have no reason to doubt what she said.

No one was hurt (we live on a 600-acre farm), and she was out in the back part of the farm in a tent-blind. The only thing that I have now is a new vent-hole in the side of the tent-blind! Having said that, she does not feel comfortable with that rifle anymore and in fact has started to call it "spooky!"

No one was injured in the incident, and "no injury / no foul." The reason that I am writing to you is to see if you would consider allowing me to send in that rifle to your Company to have your inspectors / safety-staff inspect it and would you consider trading it with me for a different rifle of some sort as she said that she does not wish to hunt with it anymore.

This is not a complaint letter, and I have... and will always have... Remington rifles. Just trying to keep the wife happy! Thank-you in advance for any cooperation you may be able to provide me in this matter.

Respectfully,

Steven E. Snow  
21029 Flippin Road  
Waraw, MO. 65355

(660) 723-3800 (cell)

417-998-8080  
Farm

RECEIVED

DEC 20 2010

DEC 15 2010

Received Date: \_\_\_\_\_  
CSR: Anne  
Response Date: \_\_\_\_\_  
Response/File: \_\_\_\_\_

11/4/10 Left message on his cell.  
Called farm & spoke w/ his wife.  
Mailing ARS. M.

47-998-8800  
47-998-8800  
8800

# Arms Unlimited Inc.

Guns • Ammo • Archery

217-773-2557  
115 East Main  
Mt. Sterling, IL 62353  
armsunlimited@msa.com

FORM #	51550510	EXP.	6-01-05	D.O.B.	08/04/01	DATE	
DR. LIC #		INV #				SHIP #	
NAME	S. Sarno						
ADDRESS				HOME PHONE			
CITY, STATE, ZIP				WORK PHONE			
QTY						AMOUNT	
1	REM 30.06 / MOD 770 Cami X SS					461.00	
	SHIP					18.00	
	85656						
	Total 473.00						

ALL GUN SALES FINAL - NO REFUNDS OR EXCHANGES - Used Guns Sold "AS IS"

Cancelled Sales Subject to a Restocking Fee. **NO REFUNDS** on Special Orders

All Guns, Ammunition, and Components Guaranteed By Manufacturer. **NOT** by Arms Unlimited Inc.

Received By: X

Special Orders 25% Down  
Layaways 25% Down

**LIABILITY:** All merchandise is being sold by us upon the express condition, and with the express understanding, that we shall in no way be liable in connection with re-sale or safe handling, and shall not be responsible for physical injury or property damage resulting from the use of such merchandise.

I AGREE TO THE TERMS ON THIS INVOICE

PICKUP AFTER DATE: 7 AM/PM  
TIME: 7 AM/PM  
Signature: X

*tax deductible -  
varmint control  
for farm*

SUB-TOTAL	473.00
SALES TAX	30.75
SHIP FEE	4.00
TOTAL	507.75
DEPOSIT	
BALANCE	
PAYMENT	
BALANCE	

\* PAYMENTS LEFT OVER 30 DAYS MUST BE DEPOSITED

ser # 7141841

