

Remington Arms Co., Inc.
Product Service
Legal Case #:5617

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
220650	1/25/2011	1/12/2011	1/26/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Estel "Buddy"	Trader Jr	25223 Saxis Rd	Temperanceville	VA	23442		H 757-824-4368

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				

1/12/11 Per call from Trader, he has had his 770 fire accidentally on two occasions. He had only had it 2 days and it fired when he opened the bolt and it fired. 3 weeks ago he was coming back in from the field hunting and it fired when he released the safety. He told me it had to be on fire to open the bolt but later checked it and it does not. He is the original owner.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPR	85633	71427258	BC	1/29/2008 8:29:25 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE 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 at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.88	1/30/2011				

1/12/11 Mailing box and ARS.cm 1/30/11 Per Ilion, could not duplicate concern. To restore confidence in rifle, will replace TPA, clean, test fire at no charge under warranty.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B. TRAVIS
	Exam Date		1/26/2011
	Product Type		RF
	Action Type		A
	Assigned To		T. NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPR
	Date Code		BC
	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	
	Condition	Slightly Worn; Functioning	
Extractor	Cut Condition	Slightly Worn; Functioning	
	Ext/Eject Test	False	
	Block Condition	---Select---	
Locking	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
	Condition	---Select---	
Magazine	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
Overall	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Receiver	Bulged	False	
	Description		M/770 SAFETY
Safety	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Test Fired	False	
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	

221
3.5
BC 1/08

5617

January 12, 2011

Estel "Buddy" Trader, Jr
25223 Saxis Rd
Temperanceville, VA 23442

Subject: #5617, Model 770

Dear Mr. Trader,

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

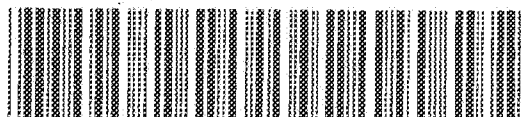
RECEIVED
JAN 27 2011

enclosure 770 - SR # 71427258

BY:.....

Serial Number:
71427258
Model: 770

could not duplicate concern
to restore confidence in
M12, will replace TPA, clean
& test fire at N/C
WARRANTY



RE00220650

ton Drive • P.O. Box 700 • Madison, NC 27025
www.remington.com

27
14.88
42.88

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

Model Number:	770	Serial Number:	71427258
Are you the original owner? ☒ YES ☐ NO			
Name: Estel Trader Jr.		Date of Purchase: 2008	
Address (no PO Boxes): 25223 Sax's Rd.			
City: Temperanceville		State: Va	Zip: 23442
Phone (Daytime): 757-824-4368 899-4401		Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) BikerBud @ Hughes-Net . Com.			
E-mail Address:			
☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence:			
Fizzed while opening Bolt Estel Trader Jr. 4/10/2011			
500 characters left			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	

Firearms Care (Cleaning and Lubrication):	
Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	AFTER USE
How often do you clean the action? (Months or Number of rounds)	NEW FIREARM
How often do you clean the trigger assembly? (Months or Number of rounds)	NEW FIREARM
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	
How often do you lubricate the action? (Months or Number of rounds)	
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?	
☐ YES ☒ NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	NEW FIREARM
What were the services performed?	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoesler 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.	



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	1/12/2011	REQUESTED BY:	Christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE			
MEDIA COORDINATOR TO MAIL		xx	
I WILL MAIL			
DESCRIPTION:			
770			

LABEL INFORMATION

MAIL LABEL TO:	Estel Trader, Jr 25223 Saxis Rd Temperanceville, VA 23442
RETURN ITEM TO:	Rem Prod Service

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

4XX596 JAN 12, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 124XX5965067255415
REF 1: ESTEL TRADER, JR./CD/CM
REF 2: 770

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