

Remington Arms Co., Inc.
Product Service
Legal Case #:6768

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
247387/247388	11/18/2011	10/31/2011	11/21/2011				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Troy	Christensen	1471 E. 1510 South	Spanish Fork	UT	84660		C 801-360-8271 E Troy@provoland.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern			
S	Delayed firing Concern:1023 Delayed Firing - Firearms		Unknown	
C				

10/31/11 Per call from Troy, he and his wife bought their two boys a 770 30-06 for Christmas a year ago. This is the first season they have used them and they are the worst firearms. You cannot cycle a round in and one of his sons pulled the trigger and it did not fire when he pulled the trigger but fired when he touched the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/30-06 SPRG	n/a	71566043	LE	2/3/2010 9:09:31 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /	SCOPE,RINGS,BASE	Y			

CONCERN: DELAYED FRINIG

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	71566019	LE	2/8/2010 8:23:59 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CABELA S INC/WAREHOUSE /	SCOPE,RINGS,BASE	U			

CONCERN:DELAYED FIRING

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, replace TPA, clean and test fire at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	83.76	12/7/2011				

10/31/11 Emailing ARS, ltr, SR's for both rifles.cm 12/5/11 Could not duplicate concern. Trigger assm dirty and rusty. Blocker not functioning, screw turned out. Per Ilion, replace TPA, clean and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
		Could Not Duplicate	

Cause	4038	Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LE
	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	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY,RUSTY
	Pull	---Select---	5#
	Altered	False	THE BLOCKER SCREW NOT FUNCTIONING,SCREW IS TURNED OUT BUT DOES APPEAR TO HAVE THE SEALANT ON THE S
	Sub-Assembly	Other Remington	

Examination[Remington/CF/BA]

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=6768&Type=Case>

12/7/2011

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/21/2011
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		LE
	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	
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	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	
Tests	Test Fired	False	
	Feeding Test	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.Remington.com



ATTN: Product Service # 6768

Parts and Repairs: P:800-243-9700/F:336-548-7801

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number Serial Number / Description
SR00002440

Date of Request: 10/31/2011
Date Printed: 10/31/2011

Customer:

TROY CHRISTENSEN
1471 E 1510 SOUTH
SPANISH FORK, UT 84660 US

Destination:

Arms Services
14 Hoefler Ave
Ilion, NY 13357 US

Email: troy@provoland.com

Email:

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired or returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Delayed firing - Bolt is loose which causes the gun to either jam or be difficult to load!

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	------------	----------	-------	------	--------

Serial Number

71566019

Model: 770



RE00247388

could not dup harte concern
Trig- Assm functions as designed
To restore confidence in rifle
with replace TPA, clean rest fire
warranty

RECEIVED
NOV 29 2011

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

BY: _____
Sub Total: .00
Est Sales Tax: .00

ARS LABEL REQUEST FORM

DATE: 11/02/2011	Service Request # SR00002440
QUANTITY: 1 2	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	email address: Christy.Mitchell@remington.com

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:	TROY CHRISTENSEN 1471 E 1510 SOUTH SPANISH FORK, UT 84660 US SR00002440 Email: troy@provoland.com
RETURN ITEM TO:	ILN Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065700099
REF 1:SR00002440
REF 2:CD

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 12.74	

PUB+HANDLING

SVC T/P	RS 0.5
SD 0.0	SP 0.0
12.	

4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969066084101
REF 1:SR00002440
REF 2:CD

HANDLING CHARGE 0.00

SINGLE-PIECE PUB RATE CHRG:

DV 0.00	COD 0.00
DC 0.00	DGD 0.00
AH 0.00	PR 0.00
TOT PUB CHG 12.74	

SVC T/P USD	RS 0.50
SD 0.00	SP 0.00
12.74	

ATTN: Pr

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service # 6768

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

This document is a summary of your request for service. Please review the document for accuracy and to insure the services you are requesting are noted. This information will serve as a guideline for our Service Department to address your specific concerns and provide you with accurate and complete service. **PLEASE RETAIN THIS COPY FOR YOUR RECORDS.**

Service Request Number SR00002440	Serial Number / Description	Date of Request: 10/31/2011 Date Printed: 10/31/2011
Customer: TROY CHRISTENSEN 1471 E 1510 SOUTH SPANISH FORK, UT 84660 US Email: troy@provoland.com	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US Email:	

Your request for service on the item(s) will be evaluated by our repairman to determine if it is covered under our warranty policy. If it is your firearm will be repaired and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section

Delayed firing

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	------------	----------	-------	------	--------

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

Sub Total:	.00
Est Sales Tax:	.00

Please send your firearm back via a traceable method of shipping to the address below.

This Service Request number is only valid for this return.

Please follow these guidelines:

- Include a copy of your proof of purchase to assist in the evaluation of your repair
- Record your serial number for future reference
- Remove any accessories (sling, scope, scope mounts, case, etc.) unless these items are needed to assist in the evaluation.
- Properly package your unloaded firearm. Do not ship in your hard case (note: Original boxes are not returned with repair)
- **Do not send live/loaded or spent ammunition with your firearm.**
- Please package the ammunition in a secure carton or box.
- The package should be stuffed to prevent movement.
- Include service request number.
- Shipment of live ammo must be via U.P.S. only.
- Please advise your local U.P.S. mailing center of the contents so that a special Other Regulated Materials-Domestic (ORM-D) label can be applied.

Please let us know of any address change requests by email or phone. Our returns process will take approximately 2-3 weeks to complete and a confirmation email will be sent once we have shipped your firearm.

Should you have any further questions or concerns please don't hesitate to contact us via email (info@remington.com <<mailto:info@remington.com>>) or by phone at 800-243-9700, M-F 9am - 5pm, EST. We look forward to helping you resolve this issue!

Mailing Label:

(cut here)

Arms Services
SR# SR00002440
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Product Service # 6768



1 OF 1

RETURN SERVICE
CUSTOMER RECEIPTSHIP TO:
PRODUCT SERVICE # 6768
ARMS SERVICES
14 HOEFLER AVE
ILION NY 13357CUSTOMER SERVICE
800-742-6877

PACKAGE CONTENTS: Firearms

REF 1:SR00002440
REF 2:cd

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THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER
RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6608 4101



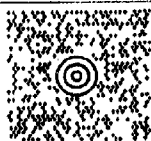
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TROY CHRISTENSEN
1471 E 1510 SOUTH
SPANISH FORK UT 84660

10 LBS

1 OF 1

RS

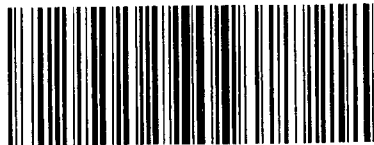
SHIP TO:
PRODUCT SERVICE # 6768
ARMS SERVICES
14 HOEFLER AVE
ILION NY 13357

NY 135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6608 4101

BILLING: 3RD PARTY
DESC: Firearms
RETURN SERVICEREF 1:SR00002440
REF 2:cd

US 12.0.17

LP2442 18.08 07/2011

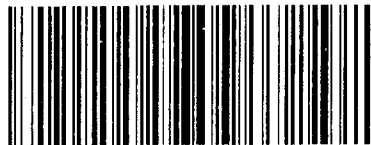


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[illegible]

TRACKING #: 1Z 4XX 596 90 6570 0099



HS 12.9.17

LP2442 10.00 07/2011

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PS 22381

ARS LABEL REQUEST FORM

DATE: 11/02/2011	Service Request # SR00002450
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchelcs	
email address: Christy.Mitchell@remington.com	

Business:

Remington Service
PO Box 700
Madison, NC 27025-0700
www.Remington.com

LABEL INFORMATION

MAIL LABEL TO:

TODD CHRISTENSEN
2439 E 1430 SOUTH
SPANISH FORK, UT 84660 US
SR00002450

Email: tj.christensen7@gmail.com

RETURN ITEM TO:

ILN

Arms Services



4XX596 NOV 2, 2011 ALL CURR USD 1 OF 1
SVC GNDCOM ACT WT 10.0 LBS
TRACKING# 1Z4XX5969065594973
REF 1:SR00002450
REF 2:CD

HANDLING CHARGE 0.00		
SINGLE-PIECE PUB RATE CHRGS:		
DV 0.00	COD 0.00	SVC T/P USD
DC 0.00	DGD 0.00	RS 1.00
AH 0.00	PR 0.00	SD 0.00
TOT PUB CHG 13.24	PUB+HANDLING	SP 0.00
		13.24



