

Remington Arms Co., Inc.
Product Service
Legal Case #:7331

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
256117	1/26/2012	1/27/2012	1/27/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Joseph	Eddy	97864 Payne Rd	Brookings	OR	97415		E eddyheman2000@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD bolt stop sheared off	Cause:4038 Could Not Duplicate Concern			
S	Concern:1008 Fired on Bolt Closing		Unknown	
C				

2/8/12 Per note on SR, consumer stated that the firearm went off before the bolt was completely locked down. The bolt stop was sheared off in the process.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WIN MA	85658	M71665263	PF	6/29/2011 9:43:55 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	CSI SPORTS, LLC	SCOPE,RINGS,BASE	U			

CONCERN:WENT OFF BEFORE BOLT WAS COMPLETELY LOCKED DOWN

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 bolt stop and test fire at no charge						

Repair/Replacement Cost	Repair/Replacement Date
27.64	2/8/2012

2/8/12 Per Ilion, could not duplicate concern. Will check over completely. Safety check and function check. Replace bolt stop and test fire at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/27/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 300 WIN MAG SS
	Date Code		PF
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		

	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; Functioning	
	Stop	Worn; Functioning	
Extractor	Condition	Slightly Worn; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	--Select--	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	--Select--	
Magazine	Condition	--Select--	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	--Select--	
Receiver	Condition	Like new; 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--	5.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Service Request

PO Box 700
Madison, NC 27025-0700



24"
PF6/11
5.54

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 SR00009692	Serial Number / Description M71665263 Model 770 RIFLE Caliber: 300	Date of Request: 01 13 2012 Date Printed: 01 13 2012
Customer: JOSEPH EDDY 97864 PAYNE ROAD BROOKINGS, OR 97415 US	Destination: Arms Services 14 Hoedler Ave Ilion, NY 13357 US	

7331

Email: eddykhaman2000@yahoo.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 and returned. If not, you will be contacted with an estimate before work is performed.

Reason For Return

M290 - BOLT STOP OR SPRING BROKEN WORN

Service Request Section

Consumer stated that the firearm went off before the bolt was completely locked down. The bolt stop was sheared off in the process.

Parts And Service Details		Description	Qty Needed	Warranty	Price	Disc	Amount
Material	Type						

Serial Number: M71665263
Model: 770



RE00256117

RECEIVED
JAN 30 2012

BY: _____

could not duplicate concern.
will check over completely.
safety check & function
check. replace bolt stop &
test fire N/C
WARRANTY

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$1.00





