

Remington Arms Co., Inc.
Product Service
Legal Case #:7418

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
261864	3/15/2012	2/17/2012	3/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gun Doc	--	Gun Doc	60690 Stoney Point Rd.	Vernonia	OR	97064		W 503-429-7342 E wolfgang@wolfgangthegundocor.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD Shot a hole in vehicle	Cause:4038 Could Not Duplicate Concern			Unknown
S Fired on Safe	Concern:1028 Fired With Safe ON			
C				

2/17/12: Dealer called. He will send gun in for consumer. Consumer stated he had been hunting & he put a loaded gun in his vehicle & it fired on Safe. Consumer said he did have damage to his vehicle (was not specific with dealer) and did not ask anyone to pay for the repair of this vehicle. Dealer said that he could not duplicate the consumer's concern. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPRG	85633	71573507	ED	10/7/2009 11:36:50 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	BIG 5 SPORTING GOODS WARE	SCOPE BASE	U			

CONCERN: DISCHARGED WHEN PLACED ON SEAT

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
Replace TA, clean & test fire @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$63					

2/20/12: Mailing ARS & forms. Box order# 1312611. df 3/26/12: Will replace TA, clean & test fire @ n/c - goodwill gesture. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/16/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		ED
	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	GRIP CAP MISSING
	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--	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Remington®

2211
3.5#
ED 10/0

7418

February 17, 2012

Gun Doc
60690 Stoney Point Rd.
Vernonia, OR 97064
Phone: 503-429-7342
Email: wolfgang@wolfgangthegundocor.com

Ref: # 7418, Model 770, Serial # 71573507

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination and service request. A box will arrive separately.

Please include a copy of this letter and service request to put inside the shipping container. The letter and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results. I will contact you once I get the report.

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co., LLC
Phone: 1-800-243-9700 press 0 and ask for ext 8686
Fax: 336-548-7872

enclosure

RECEIVED
MAR 21 2012

BY:

Serial Number:
71573507

Model: **770**



RE00261864

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

PS 26637

Model Number: <u>770</u>		Serial Number: <u>71573507</u>	
Name: <u>The Gun Doctor</u>		Date of Purchase: <u>unknown</u>	
Address (no PO Boxes): <u>60690 Stoney Point Rd.</u>			
City: <u>Vernonia</u>		State: <u>OR</u>	Zip: <u>97064</u>
Phone (Daytime): <u>503-429-7342</u>		Fax: <u></u>	
E-mail Address: <u>wolfgang@wolfgangthegundocor.com</u>			
Please describe your problem: <div><p>Owner says, after hunting, put left the rifle on "Safe" & placed in the seat of his ATV. Further states he is "99%" sure that he was clear of the trigger. Rifle discharged when placed in seat. Also, missing plug, underside of grip.</p></div> <div>500 characters left</div>			
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.			
<input type="checkbox"/> 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.			
:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.			
<input type="button" value="Print"/>		<input type="button" value="Reset"/>	

Service Request

Remington Service
PO Box 700

Madison, NC 27025-0700



ATTN: Product Service

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

Service Request Number	Serial Number / Description	Date of Request:	02/20/2012
SR00013159	71573507	Date Printed:	02/20/2012
Customer:	Model 770 Center Fire Caliber: 3006	Destination:	
GUN DOC		Arms Services	
60690 STONEY POINT RD		14 Hoefler Ave	
VERNONIA, OR 97064 US		Ilion, NY 13357 US	
Email:		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

Product Service # 7418

Parts And Service Details

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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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

ARS LABEL REQUEST FORM

DATE:	02/20/2012	Service Request #	SR00013159
QUANTITY:	1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY:	fulcherdm	email address:	I WILL MAIL LABEL

Business:

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

LABEL INFORMATION

MAIL LABEL TO:

GUN DOC
60690 STONEY POINT RD
VERNONIA, OR 97064 US
SR00013159

Email:

RETURN ITEM TO:

ILN

Arms Services

4XX596 FEB 20, 2012 ACT WT 10.0 LBS #PK 1
SVC GNDCOM BL WT 10.0 LBS
TRACKING# 1Z4XX5969066243877 ALL CURRENCY USD
REF 1:SR00013159
REF 2:

HANDLING CHARGE 0.00	FRT: 3RD
SHIPMENT PUB RATE CHARGES:	SVC T/P USD
DV 0.00	COD 0.00 RS 0.50
DC 0.00	DGD 0.00
AH 0.00	PR 0.00 ROD 0.00
TOT PUB CHG 13.52	PUB + HANDLING 13.52

ATTN: Product Service





