

Remington Arms Co., Inc.
Product Service
Legal Case #:7398

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
258551	2/14/2012	2/15/2012	2/15/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Harden's Gunshop	---	Harden's Gunsho	607 King St.	Newton	AL	36352		W 334-790-7214 E gharden@sw.it.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Unexplained Discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

2/27/12: Dealer sent gun in for consumer. Dealer stated safety is hard to operate, rifle had unintended discharge. No injury or damage reported. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85637	71438979	PC	6/4/2008 2:21:07 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE BASE	U			

CONCERN: UNINTENDED DISCHARGE

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 - Repair @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$26					

2/20/12: Per Ilion - Could not duplicate concern. As a goodwill gesture to restore confidence in rifle, will replace TA, check over & test fire @ n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/15/2012
	Product Type		RF
	Action Type		A

	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN
	Date Code		PC
	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		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

7398

2011
PCL6/0
4#

Model Number: 770		Serial Number: 71438979	
Name: Wes Etheridge		Date of Purchase: 12/22/08	
Address (no PO Boxes): c/o Harden's Gunshop 607 King Street			
City: Newton		State: AL	Zip: 36352
Phone (Daytime): 334-790-7214		Fax: 334-299-6652	
E-mail Address: Gharden@sw.rr.com			
<p>Please describe your problem:</p> <p>Rifle was returned to us for repair. Safety is hard to operate at time. rifle had unintended discharge.</p> <p>Please repair or replace under warranty.</p> <p>Thanks David repair manager.</p> <p>could not duplicate concern. As a Good-will gesture to restore confidence in rifle will replace TPA, check out rest of rifle</p> <p>N/c #2609547</p> <p>318 characters left</p>			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services and estimated repair time.</p>			

Serial Number:

71438979

Model: 770



RE00258551

OR SPENT SHELLS IN YOUR
WITH THE FIREARM. **THIS IS A**
YOU FEEL YOU MUST SEND SPENT
SEPARATE PACKAGE AND INCLUDE
TELEPHONE AND MODEL AND
YOUR FIREARM.

our firearm before sending it.
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.

Print

Reset

RECEIVED
FEB 20 2012

BY:.....





