

Remington Arms Co., Inc.
Product Service
Legal Case #:7323

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
250171	1/25/2012	1/26/2012	1/26/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Patrick	Masters	39284 Keystone Ave.	North Branch	MN	55056		H 651-238-5791

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S FSR	Concern:1007 Fired on Safe Release			
C				

SR# 5482 - Customer stated he had FSR. No report of injury or damage. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM-08 REM	85631	71547618	OD	7/2/2009 4:49:38 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	MILLS FLEET FARM-STORE#09	SCOPE BASE	U			

CONCERN:FSR

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 - Repair @ n/c - warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41					

1/30/12: Per Ilion - Could not duplicate concern. As a goodwill gesture to restore confidence in rifle, will replace TA, check over & test fire @ n/c - warranty. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/26/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 7MM08 REM
	Date Code		OD
	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	Missing	
Overall	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	RECOIL PAD 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#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Number:	RE00250171	Serial: 71547618 Model: 770 Center Fire Caliber: 7 MM 08 REM Produced: 07/02/2009 SKU: 85631	Repairman: _____																						
Verify Repair:	High Priority	7323	Status: Approval/Hold 1/5/2012 1:03:03 PM																						
ADDRESS INFORMATION																									
Customer		Return To																							
Name:	PATRICK MASTERS	<input checked="" type="radio"/> Received from	<input type="radio"/> Received from																						
Address 1:	39284 KEYSTONE AVE.	PATRICK MASTERS																							
Address 2:	PO Box: _____	39284 KEYSTONE AVE.																							
City:	NORTH BRANCH	PO Box: _____																							
State:	MN Zip Code: 55056 Country: US	NORTH BRANCH																							
		MN Zip Code: 55056 Country: US																							
FFL: [] [] [] [] [] [] [] []																									
Contact / Condition Problems Estimate History / Status Shipping / Billing																									
Problems Reported <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Code</th> <th>Desc</th> </tr> </thead> <tbody> <tr> <td>K1114</td> <td>NO CORRESPONDENCE</td> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>		Code	Desc	K1114	NO CORRESPONDENCE																			Repair Notes <div style="border: 1px solid black; height: 150px;"></div>	
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Code	Desc																								
		CSR Comments PER CONSUMER THE GUN FIRED WHEN SWITCHING FROM SAFE TO FIRE JBL1-25-12																							
<div style="border: 1px solid black; padding: 5px; display: inline-block;">Repair Search</div>		<div style="display: flex; justify-content: space-around;"> Refresh Close </div>																							

SRH 5402

Ph: 651-238-5791

71547618

Model: 770



RE00250171

RECEIVED
JAN 30 2012

BY:

could not duplicate con.
as a good-will gesture to
restore confidence in
RFL will replace TPA
check over & test line
H/C

WARRAND



M1547618
MFG. 770
850025017



