

Remington Arms Co., Inc.
 Product Service
 Legal Case #:7541

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		3/29/2012					

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Edward	Ridgeway	305 Barnevelder Dr	Lexington	SC	29072		C 803-260-9881 E chootemed@gmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD S C	Cause:4079 Other - Unexamined Concern:1007 Fired on Safe Release		Unknown	

3/29/12 Per call from Ridgeway, this is the 2nd 770 he has had that has fired when the safety was released. He was at the range with this one, pointed down range when it fired. He has shot it since and it has happened again. He has read on the web about this being a safety problem with this model and he wants a new style trigger. He gave the previous rifle away and it was never sent for inspection.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/308 WIN	85634	M71602999		4/6/2010 9:13:36 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
9/1/2010	UT-WJ WAREHOUSE		Y			

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
	Repair/Replacement Cost	Repair/Replacement Date				

3/29/12 Emailing ARS. Will call him after inspection.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #7541

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 SR00016368	Serial Number / Description M71602999 Model 770 RIFLE Caliber: 308	Date of Request: 03/29/2012 Date Printed: 03/29/2012
Customer: EDWARD RIDGEWAY 305 BARNEVELDER DR LEXINGTON, SC 29072 US Email: chootemed@gmail.com	Destination: Arms Services 14 Hocfler 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

Fired when safety was released.cm

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# SR00016368
14 Hoefler Ave
Ilion, NY 13357 US

Email:
Attn: Prod Serv #7541



ARS LABEL REQUEST FORM

DATE: 03/29/2012	Service Request # SR00016368
QUANTITY: 1	WEIGHT PER PACKAGE: 10 LBS
REQUESTED BY: mitchellcs	email address: Christy.Mitchell@remington.com

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.remington.com
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LABEL INFORMATION

MAIL LABEL TO:	EDWARD RIDGEWAY 305 BARNEVELDER DR LEXINGTON, SC 29072 US SR00016368 Email: chootemed@gmail.com
RETURN ITEM TO:	ILN Arms Services



4XX596 MAR 29, 2012 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 1Z4XX5969067389656
 REF 1:SR00016368
 REF 2:

HANDLING CHARGE 0.00
 SINGLE-PIECE PUB RATE CHRGS: SVC T/P USD
 DV 0.00 COD 0.00 RS 1.00
 DC 0.00 DGD 0.00 SD 0.00
 AH 0.00 PR 0.00 SP 0.00
 TOT PUB CHG 10.76 PUB+HANDLING 10.76

ATTN: Prod Serv #7541
