

Remington Arms Co., Inc.
Product Service
Legal Case #:4952

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
		11/3/2010	1/16/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Roy	Rogers	1817 Dover St.	Wilson	NC	27893		H 252-290-0353 E rlr Rogers@mygInc.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4064 Not Examined by Product Service		Unknown	
S	Concern:1007 Fired on Safe Release			
C	FSR			

Customer sent in an email. His wife was using rifle about 2 weeks ago & it fired when she took it off safe. No damage. No injury. He wants it repaired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85655	71439331		5/1/2008 2:55:26 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC		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
Gun not sent to Ilion						
Repair/Replacement Cost	Repair/Replacement Date					

11/3/10: I will email letter & form to customer. I will ask Cathy D. to email ARS label. df 1/16/12: Gun not sent to Ilion. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment

Reference #
101030-000023

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/30/2010 12:27 PM

Initial Response
11/02/2010 04:41 PM

Last Updated
11/02/2010 08:12 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

model 770 misfire**Discussion Thread****Customer (Roy Rogers)****11/02/2010 08:12 PM**

Remington Model 770 270 WIN Ser# 71439331. My mailing address is 1817 Dover St Wilson NC 27893 and my phone number is 252-290-0353. I have read that a trigger assembly replacement is the recommended repair. However, if I can get it done locally by a gunsmith that is what I prefer since we are in the middle of prime hunting season. I have purchased a 770 in 30/06 in the last two weeks and was wondering if these guns have the same trigger system as this gun.

Roy Rogers

From:
Remington Information [mailto:info@remington.com]
Sent: Tuesday, November 02, 2010 4:42 PM
To: rrogers@mygInc.com
Subject: model 770 misfire [Incident: 101030-000023]

Response (Dell -)**11/02/2010 04:41 PM**

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Customer (Roy Rogers)**10/30/2010 12:27 PM**

I bought a Remington 770 in October 08. This gun misfired on my wife two weeks ago as she was taking the safety off while in the stand. Is there a reporting method for this and what is the recommended fix?

Roy Rogers
252-290-0353

Primary Contact

First Name: Roy
Last Name: Rogers
Organization:

Login: rrogers@mygInc.com
Title:

Contact Type:

Email: rrogers@mygInc.com

Email - Alternate #1:

Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Model_Number: 770

Remington

11/3/10

Emailed to customer.

November 3, 201

Roy Rogers
1817 Dover St.
Wilson, NC 27893
Ph: 252-290-0353

Ref: # 4952

Dear Mr. Rogers,

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

Please include a copy of this letter to put inside the shipping container. The letter inside is 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 hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

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

PS 26715

Model Number:	Serial Number:	
Name:	Date of Purchase:	
Address (no PO Boxes):		
City:	State:	Zip:
Phone (Daytime):	Fax:	
E-mail Address:		
<p align="center">Please describe your problem:</p> <div style="text-align: right;">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.		
<p>:: Record the serial number of your firearm before sending it.</p> <p>:: 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.)</p> <p>:: Remove all accessories from your firearm to prevent loss or damage.</p> <p>:: 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.</p>		
Print	Reset	

Fulcher, Dell Marie

From: postmaster@remington.com
To: rlrogers@myglnc.com
Sent: Wednesday, November 03, 2010 11:59 AM
Subject: Relayed: Roy Rogers - Ref# 4952

Delivery to these recipients or distribution lists is complete, but delivery notification was not sent by the destination:

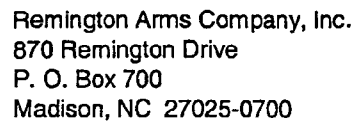
rlrogers@myglnc.com

Subject: Roy Rogers - Ref# 4952

Fulcher, Dell Marie

From: Roy Rogers [rlrogers@myglnc.com]
To: Fulcher, Dell Marie
Sent: Wednesday, November 03, 2010 1:07 PM
Subject: Read: Roy Rogers - Ref# 4952

Your message was read on Wednesday, November 03, 2010 1:07:03 PM (GMT-05:00) Eastern Time (US & Canada).



DATE:	11/3/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR XXXXXX TO MAIL		I WILL MAIL	
DESCRIPTION: Ref# 4952 Rifle			

MAIL LABEL TO: Roy Rogers 1817 Dover St. Wilson, NC 27893 Ph: 252-290-0353 Email: rrogers@myglnc.com	Please Email ARS label to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

[illegible]