

Remington Arms Co., Inc.
Product Service
Legal Case #:7528

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
262767	3/22/2012	3/27/2012	3/27/2012				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Brad	Story	418 Travis St	Macogdoches	TX	75965		

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	will hang fire Concern:1026 Jar-Off - No Mention of Safety Position			
C				

4/13/12 Per note on SR, customer states the rifle will hang fire. Trigger is pulled, nothing happens, bump the gun and it will fire.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85651	M71632816	EE	10/27/2010 10:24:26 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY LTD	SCOPE,RINGS,BASE	U			

CONCERN: HANG FIRES

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, can replace TPA, clean, test fire to restore confidence at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	59.65	4/13/2012				

4/13/12 Per Ilion, could not duplicate concern. Trigger assm has some light rusting. Can replace TPA, clean, test fire to restore confidence at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/27/2012
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 243 WIN SS
	Date Code		EE
	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	SOME LITE RUSTING
	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	SOME LITE RUSTING
	Pull	--Select--	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry

Repair Number: RE00262767

Serial: M71632816 Model 770 Center Fire Caliber:
243 WIN Produced: 10/27/2010 SKU: 85651

Repairman:

Verify Repair

High Priority

Status: New 3/6/2012 4:33:29 PM

7528

ADDRESS INFORMATION

Customer
Name: BRAD STORY
Address 1: 418 TRAVIS STREET
Address 2: PO Box:
City: MACOGDOCHES
State: TX Zip Code: 75965 Country: US

Received from
Return To
Name: BRAD STORY
Address 1: 418 TRAVIS STREET
Address 2: PO Box:
City: MACOGDOCHES
State: TX Zip Code: 75965 Country: US

FFL: 01011900

Contact / Condition Problems Estimate History / Status Shipping / Billing

Problems Reported

Code	Desc
M100	SEE CUSTOMERS LETTER

Problems Found

Code	Desc

Repair Notes

Repairman's Comments

could not duplicate concern.
T.A. has some rusting. CAN
replace TPA, clean + test fire to
restore confidence in rifle at

CSR Comments

N/C warranty
Customer states the rifle will hang fire. Trigger is pulled,
nothing happens, bump the gun and it will fire.

RECEIVED
MAR 29 2012

Refresh

Close

M71632816

Model: 770



RE00262767

22"
EE 10/10
4.5"





