

Remington Arms Co., Inc.  
Product Service  
Legal Case #:8133

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
290494	11/27/2012	11/8/2012	12/10/2012	11/8/2012			

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Freedda	Thacker	1110 Harless Creek	Regina	KY	41559		H 606-754-3176 E freedda.thacker@cebridge.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI hit finger				
PD	Cause:4038 Could Not Duplicate Concern		N	
S Fired on safety release	Concern:1007 Fired on Safe Release			
C				

11/8/12 Per call from Freedda, when releasing the safety today the rifle fired. It hit her finger when it happened. She does not want this rifle. Also the bolt is hanging up.

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl	DOM
Remington	CF/BA	770/3006 SPR	85633	M71786737	AG	3/5/2012 9:34:43 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
11/5/2012	WAL-MART SUPERCENTER 1505	SCOPE,BASE,RINGS	Y			

CONCERN: FSR

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
Replace TPA, test no charge to restore confidence						

## Repair/Replacement Cost Repair/Replacement Date

73.65	12/14/2012
-------	------------

11/8/12 Emailing ARS.cm 11/14/12 Left msge to call me. UPS label has not been used yet.cm 12/5/12 Left voice msge regarding inspection. Offered to replace TPA as goodwill and test no charge to restore confidence. Will not replace when no parts out of spec and could not duplicate.cm 12/10/12 Replace TPA, test no charge to restore confidence.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/29/2012
	Product Type		RF
	Action Type		A
	Assigned To		J.BALIO
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		AG
	Bore Plugged	False	
	Bulged	False	

	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8133

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. **ENCLOSE THIS DOCUMENT WITH YOUR RETURN.**

mt  
22 11  
AG-3/15  
4.5

<b>Service Request Number</b> SR00034453	<b>Serial Number / Description</b> M71786737 Model 770 RIFLE	<b>Date of Request:</b> 11/08/2012 <b>Date Printed:</b> 11/08/2012
<b>Customer:</b> FREEDA THACKER 1110 HARLESS CREEK REGINA, KY 41559 US  Email: freeda.thacker@cebridge.net	<b>Destination:</b> Arms Services 14 Hoefler 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.

M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Prod Serv #8133

Serial Number:

M71786737

Model: 770



RE00290494

RECEIVED  
DEC 03 2012

BY: .....

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  
Grand Total: \$ .00

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



ATTN: Prod Serv #8133

Parts and Repairs: P:800-243-9700/F:336-548-7801

[www.remington.com](http://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.**

<b>Service Request Number</b> SR00034453	<b>Serial Number / Description</b> M71786737 Model 770 RIFLE	<b>Date of Request:</b> 11/08/2012 <b>Date Printed:</b> 11/08/2012
<b>Customer:</b> FREEDA THACKER 1110 HARLESS CREEK REGINA, KY 41559 US  Email: freeda.thacker@cebridge.net	<b>Destination:</b> Arms Services 14 Hoefler 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.		
<b>Reason For Return</b> MI23 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		
<b>Service Request Section</b> Prod Serv #8133		
<b>Parts And Service Details</b>		
<b>Material</b>	<b>Type</b>	<b>Description</b>
		<b>Qty Needed</b>
		<b>Warranty</b>
		<b>Price</b>
		<b>Disc</b>
		<b>Amount</b>
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.		<b>Sub Total:</b> .00 <b>Est Sales Tax:</b> .00 <b>Grand Total:</b> \$.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) <<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# SR00034453  
14 Hoefler Ave  
Ilion, NY 13357 US

Email:  
Attn: Prod Serv #8133



## ARS LABEL REQUEST FORM

<b>DATE:</b> 11/08/2012	<b>Service Request #</b> SR00034453
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> mitchellcs	
<b>email address:</b>	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 www.remington.com
------------------	--

### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	FREEDA THACKER 1110 HARLESS CREEK REGINA, KY 41559 US SR00034453  Email: freeda.thacker@cebridge.net
<b>RETURN ITEM TO:</b>	ILN Arms Services



4XX596 NOV 9, 2012 ALL CURR USD 1 G  
 SVC GNDCOM ACT WT 10.0 LBS  
 TRACKING# 124XX5969067778502  
 REF 1: SR00034453  
 REF 2:  
 HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRG: SVC T/P USD  
 DV 0.00 COD 0.00 RS 0.50  
 DC 0.00 DGD 0.00 SD 0.00  
 AH 0.00 PR 0.00 SP 0.00  
 TOT PUB CHG 9.69 PUB+HANDLING 9.69

**ATTN: Prod Serv #8133**