

Remington Arms Co., Inc.
Product Service
Legal Case #:8608

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
300190	2/11/2013	2/12/2013	2/12/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Ray	Carrales	6606 HAWTHORNE FALLS LANE	Houston	TX	77049		H 832-589-5747

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015	Improper Maintenance		
S	Rifle fired when he started to lift bolt	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

SR# 42821 - Service Request Section: Consumer said when he started to lift the bolt the rifle fired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	85654	M71689117	CF	7/13/2011 11:35:40 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	ACADEMY LTD		U			

CONCERN: FIRED LIFTING BOLT

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 - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41					

2/14/13: Per Ilion - Trigger assembly rusty. Sear rusted to side plate. As a goodwill gesture to restore confidence in rifle, will replace TA, clean & test at n/c. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		2/12/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4015	Improper Maintenance	
Barrel	Description		24" 7MM REM MAG SS
	Date Code		CF
	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; Not Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Slightly Worn; Not Functioning	SEAR RUSTED TO SIDE PLATE
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com

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

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.**



24"
CF4/
4.5"

Service Request Number SR00042821	Serial Number / Description M71689117 Model 770 RIFLE	Date of Request: 01/23/2013 Date Printed: 01/23/2013
Customer: RAY CARRALES 6606 HAWTHORNE FALLS LANE HOUSTON, TX 77049 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email: Ray.Carrales@acelines.com	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
M129 - FAILS TO EXTRACT
M992 - BOLT

Service Request Section
CONSUMER SAID WHEN HE STARTED TO LIFT THE BOLT THE RIFLE FIRED.

TIGHT CHAMBER.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: M71689117
Model: 770



RE00300190

RECEIVED
FEB 14 2013

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.

Trig. Assm rusty. SEAR rusted to side plate. AS A Good-will gesture to customer conf. in rifle will rep. TPA, clean rest ATX/c

#260934

Sub Total:	.00
Est Sales Tax:	.00
Grand Total:	\$.00



ACADEMY WESTHEIMER/VOSS 713-268-4300

12/29/12 18:16

274433 SALE

5045 0116 206

REMINGTON 770 7MM / 14256788

SERIAL # M71689117

1 @ 1 for 339.99 MDS 339.99

SUBTOTAL 339.99

8.25% SALES TAX 28.05

TOTAL 368.04

DEBIT CARD 150.00

XXXXXXXXXXXX4506

EFT Debit Payment from Primary

Sequence #1430

RAY CARRALES AUTH 030539

GIFT CARD 150.00

*****535

AUTH 010691

CARD BALANCE: \$.00

<<ELEC SIGNATURE CAPTURED 5045 1 >>

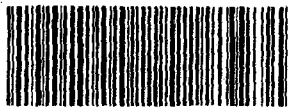
American Express 68.04

XXXXXXXXXXXX8475 EXP

A GIFT FOR YOU AUTH 316761

RIGHT STUFF. LOW PRICE. EVERYDAY!

THANK YOU! SHOP 24/7 AT ACADEMY.COM



20121229181800011602065045

12/29/12 18:18





