

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9517

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
330361	12/10/2013	11/18/2013	12/11/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Eldorado Pawn		El Dorado Pawn	107 West Hillsboro	El Dorado	AR	71730		H 870-863-7544

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FBC	Concern:1008 Fired on Bolt Closing		Unknown	
C				

11/18/13: I received call from El Dorado Pawn, they are sending gun in for customer who said that the gun fired on bolt closing. jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/308 WIN	85634	M71914509	AH	3/8/2013 2:09:48 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	SPORTS SOUTH LLC	SCOPE,RINGS,BASE	U

CONCERN: FBC

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, replace TPA, check over and test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
\$41	

11/21/13: Sending ARS, letter, and SR paperwork. jbi 12/12/13: Per Ilion, "could not duplicate concern. To restore confidence in rifle will replace trigger assembly, check over and test fire at no charge." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		12/11/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		AH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Slightly Worn; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
	Ext/Eject Test	False	
Locking	Block Condition	---Select---	
	Lug Condition	Like new; 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	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	3.5#

	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

# Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700

www.remington.com



ATTN: Product Service

22  
01/13/1  
3.5

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.**

<b>Service Request Number</b> SR00068490	<b>Serial Number / Description</b> M71914509 Modcl 770 RIFLE Caliber: 308	<b>Date of Request:</b> 11/21/2013 <b>Date Printed:</b> 11/21/2013
<b>Customer:</b> EL DORADO PAWN 107 WEST HILLSBORO EL DORADO, AR 71730 US	<b>Destination:</b> Arms Services 14 Hoeffer Ave Ilion, NY 13357 US	
<b>Email:</b>	<b>Email:</b>	

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

Product Service #9517. jbi

## Parts And Service Details

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

M71914509

Model: 770



RE00330361

RECEIVED  
DEC 12 2013

BY: \_\_\_\_\_

could not dup. concern  
to restore confidence in  
rifle will rep. T.A. check  
over & test at N/C

unusually

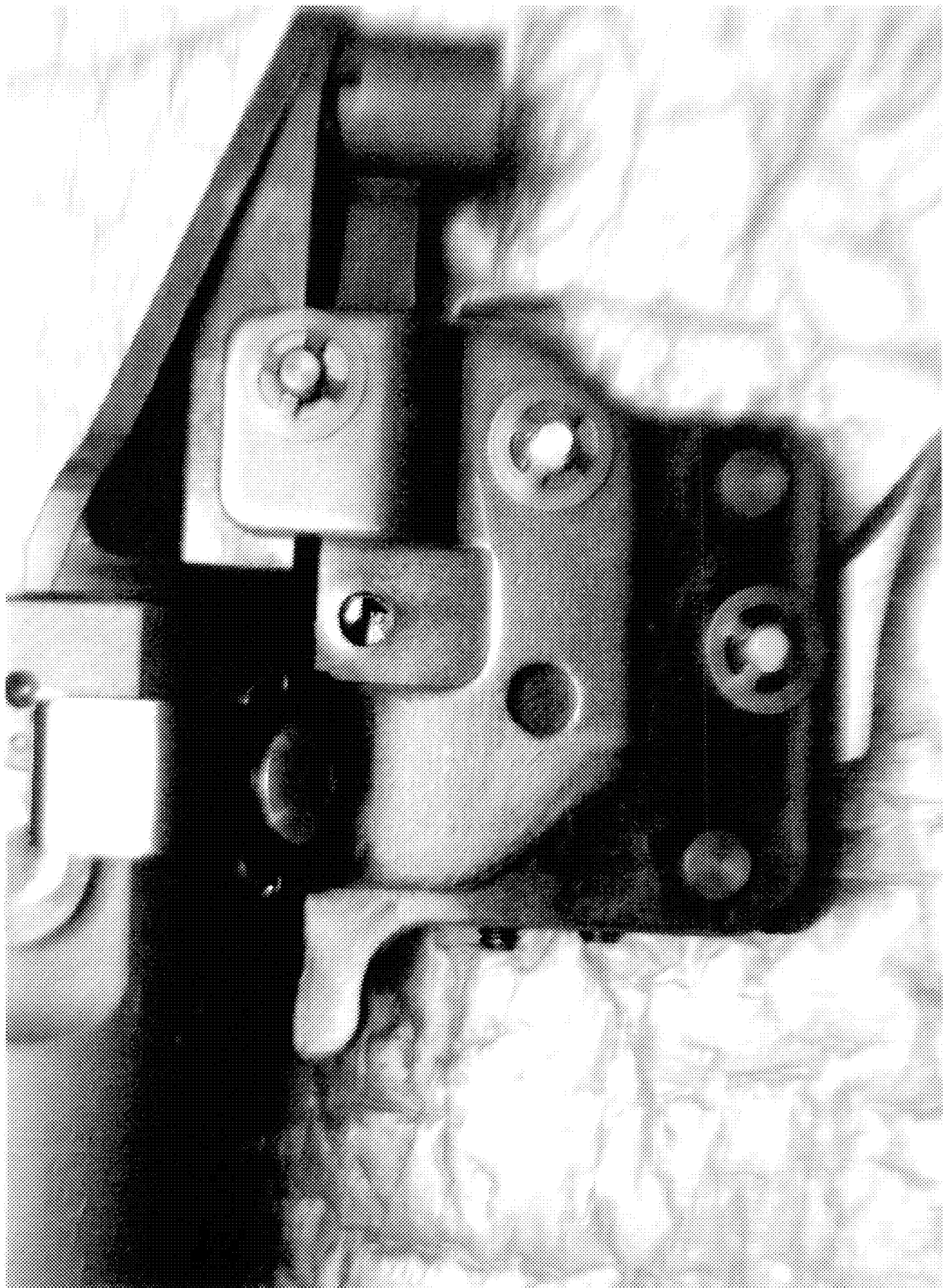
THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the item(s) being sent based on the conversation with our representative.

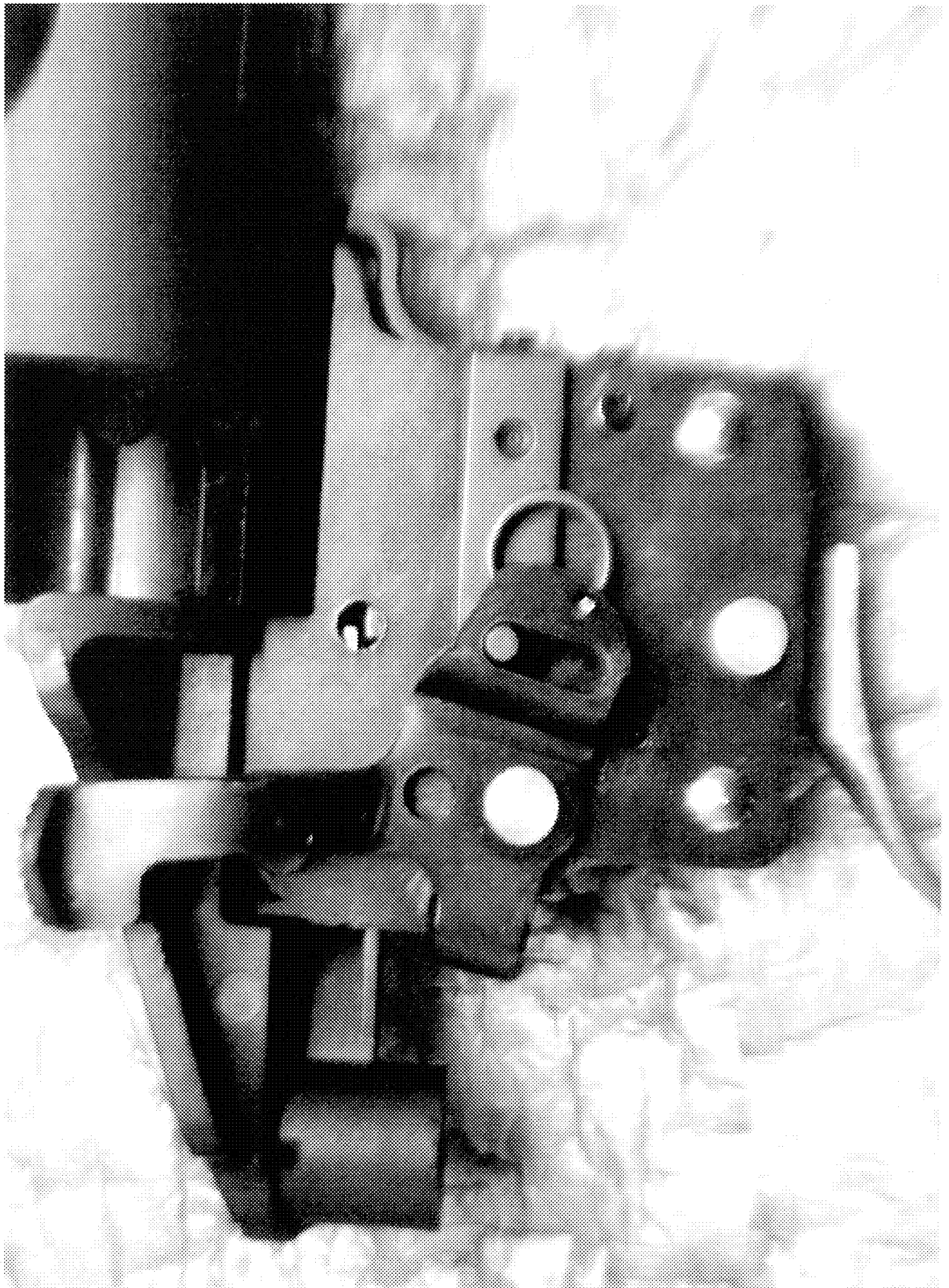
Sub Total: .00

Est Sales Tax: .00

Grand Total: \$ .00













## ARS LABEL REQUEST FORM

<b>DATE:</b> 11/21/2013	<b>Service Request #</b> SR00068490
<b>QUANTITY:</b> 1	<b>WEIGHT PER PACKAGE:</b> 10 LBS
<b>REQUESTED BY:</b> irvingjb <b>email address:</b> I will mail	

<b>Business:</b>	Remington Service PO Box 700 Madison, NC 27025-0700 <a href="http://www.remington.com">www.remington.com</a>
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### LABEL INFORMATION

<b>MAIL LABEL TO:</b>	EL DORADO PAWN 107 WEST HILLSBORO EL DORADO, AR 71730 US SR00068490  Email:
<b>RETURN ITEM TO:</b>	<b>ILN</b> Arms Services



1 OF 1

4XX598      NOV 21, 2013      ALL CURR USD  
 SVC GND COM      ACT WT 10.0 LBS  
 TRACKING# 124XX5989085600199  
 REF 1:SR00068490  
 REF 2:

HANDLING CHARGE 0.00	SVC	T/P	USD
SINGLE - PIECE PUB RATE	CHRG:	RS	0.50
DV 0.00	COD	SD	0.00
DC 0.00	DGD	SP	0.00
AH 0.00	PR	PUB+ HANDLING	11.68
TOT PUB CHG 11.68			

<b>ATTN: Product Service</b>	
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