

Remington Arms Co., Inc.
Product Service
Legal Case #:9381

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
325901	10/30/2013	10/31/2013	10/31/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Dunham's		Dunham's	309 Huffman Mill Road Unit 100	Burlington	NC	27215		

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				

Per note from Dunhams, "customer brought in for repair. Trigger = tight. When release bolt, the shot fires." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/3006 SPR	85633	M71963171	PH	6/10/2013 9:29:13 PM

Date Purchased	Where Purchased	Accessories	Original Owner
	DUNHAM S SPORT DISTRIBUTI	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
Replace TPA, check over and test at no charge						

Repair/Replacement Cost	Repair/Replacement Date
\$41	

11/1/13: Per Ilion, could not duplicate concern. Trigger not to factory specs. Replace trigger, check over, and test to restore confidence in rifle. jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/31/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 3006 SPRG
	Date Code		PH
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; 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	Like new; Functioning	
Overall	Exterior Condition	Slightly Worn; Functioning	METAL RUSTY
	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#
	Altered	False	SEALANT PRESANT
	Sub-Assembly	Other Remington	

Dunham's SPORTS

CHARGE BACK
CB 158509 22

Warehouse PHB
Control No. 3

NOTE:

The
Charge Back
Number Must
Appear on All
Credits Memos
or
Correspondence

**IMPORTANT: USE THIS FORM FOR RETURNING PRODUCT DIRECT TO A
VENDOR. DO NOT USE THIS FORM TO RETURN PRODUCT TO DUNHAMS D.C.**

CHARGEBACK IS FOR LOCATION:

☐ Distribution Center ☒ Store No. 9078
☐ Other

Dunhams Sports

9381

Pages 1 thru _____
Attached
DATE
10/20/2013

PURCHASED FROM:

Dunhams Sports 9078
309 Huffman Mill Rd.
Burlington, NC 27215

SHIPPED TO:

Remington Arms Customer Repair
14 Huelfer Avenue
Ilion, NY 13357 Attn: Arm Services
ACCOUNT NUMBER
REL 6-10-043-10-4G-02475

DOCTYPE	VENDOR NUMBER	DOC NUMBER	DOC DATE	OVERRIDE TERMS	LABEL AUTHORIZATION NO.	CARTONS
1		CB --				
DIV	DEPT	STR	COST DR<CR>		RET	

Serial
Number

M71963171
Model: **770**



DEPT	DESCRIPTION	ITEM NUMBER	QL
	<u>Remington 770</u>		
	<u>30.06</u>		
	<u>Control #774933</u>		
	<u>Serial #M71963171</u>		
	<u>SKU 7655079</u>		
	<u>page 14</u>		
	<u>line 3</u>		
	<u>customer brought in for repair</u>		
	<u>trigger = tight</u>		
	<u>when release bolt the shot fires</u>		

could not dup. concern.
I.P. not to fact. specs.
up I.A. check out
REST to restore confidence
in R.F.L.

warranty

☒ Defective Item

☐ Under Shipment

☐ Service/Finance Charge

☐ Return Item

☐ Full Freight Allowance

☐ Discount Charge Back

☐ Over Shipment

☐ Other

☐ BY: _____

RECEIVED
NOV 01 2013

Amanda Cox
PREPARED BY
[Signature]
MANAGER APPROVAL

BUYER APPROVAL

ACCOUNTS PAYABLE CLERK

TOTAL UNITS	TOTAL DUE







