

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9032

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
315163	7/10/2013	7/15/2013	7/15/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Robert	McDonald	336 Wekiva Park Dr.	Sanford	FL	32771		

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4063	Sent in for Evaluation		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

Consumer states will at times fire when safety removed. Not consistent, but one out of every 10 times.

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85630	71360440	AB	3/14/2007 6:32:02 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 0899	SCOPE BASE	U			

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

Per Ilion, repair  
at no charge

Repair/Replacement Cost	Repair/Replacement Date
\$41	

7/16/13: Per Ilion, Trigger is not returning properly under sear. Replace TPA, check over and test at no charge.jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS

Examination	Exam Date	7/15/2013	
	Product Type	RF	
	Action Type	A	
	Assigned To	S.NICHOLS	
Cause	4063	Sent in for Evaluation	TRIGGER IS NOT RETURNING UNDER SEAR PROPERLY
Barrel	Description	22" 243 WIN	
	Date Code	AB	
	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	MARS,SCRATCHES
	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	Tests	False	
Trigger	Condition	Slightly Worn; Not Functioning	TRIGGER IS NOT RETURNING PROPERLY UNDER SEAR
	Pull	---Select---	1.5#
	Altered	False	SEALANT INCONCLUSIVE DOES NOT APPEAR ADJUSTED
	Sub-Assembly	Other Remington	

# Service Request

Remington Service  
PO Box 700

Madison, NC 27025-0700



22  
A33/0  
1.54

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.**

<b>Service Request Number</b> SR00053868	<b>Serial Number / Description</b> 71360440 Model 770 RIFLE Caliber: 243	<b>Date of Request:</b> 05/29/2013 <b>Date Printed:</b> 05/29/2013
<b>Customer:</b> ROBERT MCDONALD 336 WEKIVA PARK DR. SANFORD, FL 32771 US	<b>Destination:</b> Arms Services 14 Hoefler 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**  
consumer states will at times fire when safety removed. Not consistent, but one out of every 10 times or so.

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
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Serial Number: 71360440  
Model: 770  
  
RE00315163

RECEIVED  
JUL 16 2013

BY:.....

TRIG. IS NOT RETURNING PROPERLY  
UND. SER. Rep. TPA, check over  
test. AT N/C

#220145

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









