

Remington Arms Co., Inc.
Product Service
Legal Case #:8685

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
303887	3/7/2013	3/8/2013	3/8/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Paul	Peper	E4138 Pierce	La Valle	WI	53941		H 608-985-7136 E plpeper@hotmail.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Delayed firing	Concern:1023 Delayed Firing - Firearms		Unknown
C				

3/14/13 Per note on SR, gun didn't go off when he pulled the trigger but then he tried to work the bolt back and the gun went off without pulling the trigger.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/270 WIN	85632	71495840	RC	11/17/2008 6:05:50 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE BASE	U			

CONCERN:DELAYED FIRING

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
As a gesture of goodwill, replace TPA, clean and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	41.15	3/14/2013				

3/14/13 Per Ilion, could not duplicate concern. As a gesture of goodwill, replace TPA, clean and test at no charge.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/8/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 270 WIN
	Date Code		RC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Magazine	Notch Condition	---Select---	
	Condition	---Select---	
Overall	Box Condition	Slightly Worn; Functioning	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	4#
	Altered	False	SEALANT PRESANT

	Sub-Assembly	Other Remington
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Service Request

Remington Service

PO Box 700

Madison, NC 27025-0700



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.**

721
RCM/O
4#

Service Request Number SR00045256		Serial Number / Description 71495840 Model 770 RIFLE Caliber: 270		Date of Request: 02/14/2013 Date Printed: 02/14/2013																	
Customer: PAUL PEPPER E 4138 PIERCE LA VALLE, WI 53941 US Email: ppepper@hotmail.com		Destination: Arms Services 14 Hoxfield Ave Bion, 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.																					
phone 608-985-7136																					
Reason For Return M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION M295 - EVALUATE AND REPAIR/SAFETY INSP.																					
Service Request Section Gun didn't go off, when he pulled the trigger, but then he tried to work the bolt back, and the gun went off, without pulling the trigger.																					
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