

Remington Arms Co., Inc.
Product Service
Legal Case #:9682

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
332334	1/2/2014	12/13/2013	1/20/2014	12/13/2013			

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Rhodes	6 County Rd. 492	Verbena	AL	36091		C 334-309-4391

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Shot hole in barn roof	Cause:4038	Could Not Duplicate Concern	
S	Unexplained Discharge	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown
C				

12/13/13: Customer called in. He stated his friend took the gun out of the gun rack this morning, 12/13/13, and the rifle fired immediately & put a hole in his barn roof. Customer stated that he has "watched a documentary about our rifles". He requested that we pay for the damaged done to the barn roof. He stated that he will be filing a report with the Better Business Bureau and "to anyone else that wants to know". df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/308 WIN	85634	M71669325	AF	3/30/2011 8:11:10 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WALTER CRAIG, LLC		Y			

CONCERN: UNEXPLAINED DISCHARGE

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 TA & test fire @ n/c - goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$50					

12/13/13: Mailed ARS, letter, SR paperwork. Box order# 1575586. df 1/20/14: I called customer & went over exam. I offered to replace the TA & test at n/c as goodwill gesture & he agreed to that. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/3/2014
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 308 WIN
	Date Code		AF
	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; Functioning	
	Stock Condition	Slightly Worn; Functioning	
	Fore End Condition	---Select---	
	Condition	Slightly Worn;	

Receiver		Functioning	
	Bulged	False	
Safety	Description		STANDARD SAFETY
	Function	Like new; Functioning	
Sear	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	
	Pull	---Select---	2#
	Altered	False	SCREWS DO NOT APPEAR TO HAVE BEEN ADJUSTED VERY LITTLE SEALANT ON PULL SCREW
	Sub-Assembly	Other Remington	

Remington®

22"
AF 3/11
2#

COPY

December 13, 2013

9682

James Rhodes
6 County Rd. 492
Verbena, AL 36091
Phone: 334-309-4391

Ref # 9682, Model 770, Serial # M71669325

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory. The shipping label is for a UPS Hub or UPS Terminal. A shipping box will arrive separately.

Please include a copy of this letter, repair form and service request to put inside the shipping container. The letter, form and service request inside are important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".

I hope this action will keep you a loyal Remington customer.

Sincerely,
Dell Fulcher
Consumer Affairs Administrator
Remington Arms Co, LLC
Phone: 1-800-243-9700 ext. 8686
Fax: 336-548-7872

Serial Number:
M71669325
Model: 770



RE00332334

RECEIVED
JAN 07 20 4

BY:.....

Service Request

Remington Service

PO Box 700
Madison, NC 27025-0700



ATTN: Product Service

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.**

Service Request Number SR00071004	Serial Number / Description M71669325 Model 770 RIFLE Caliber: 308	Date of Request: 12/13/2013 Date Printed: 12/13/2013
Customer: JAMES RHODES 6 COUNTY RD. 492 VERBENA, AL 36091 US	Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US	
Email:	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
M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION

Service Request Section
Product Service # 9682. dmf

Parts And Service Details			Qty	Warranty	Price	Disc	Amount
Material	Type	Description	Needed				

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

Model Number: REM 770		Serial Number: M 71669325	
Name: JAMES RHODES		Date of Purchase: 5-1-12	
Address (no PO Boxes): 6 C/R 492			
City: VERBENA		State: AL	Zip: 36091
Phone (Daytime): 334-309-4391		Fax: —	
E-mail Address:			
Please describe your problem: ATTEMPTED TO FIRE YO REALIZING SAFTY ON. THEN PLACED IN GUN RACK. DID NOT REMOVE SAFTY KEPT ON SAFE. ATTEMPTED to REMOVER FROM GUN RACK - FINGER NOT NEAR TRIGGER - WHEN PULLED FROM GUN RACK - RIFLE DISCHARGED INTO ROOF of SHOP - DISCHARGED SAFTY ON - FINGER BEHIND TRIGGER GAURD 500 characters left			
<p>NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.</p> <p>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</p> <p>:: Record the serial number of your firearm before sending it. :: Pack your firearm for safety and to prevent further damage in shipping and handling. Preferably, ship in a firearm box. (Note: Original boxes may not be returned.) :: Remove all accessories from your firearm to prevent loss or damage. :: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.</p>			

Use our
UPS label

ARS LABEL REQUEST FORM

DATE: 12/13/2013	Service Request #	SR00071004
QUANTITY: 1	WEIGHT PER PACKAGE:	10 LBS
REQUESTED BY: fulcherdm	email address:	I WILL MAIL LABEL

Business:	Remington Service PO Box 700 Madison, NC 27025-0700 www.remington.com
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LABEL INFORMATION

MAIL LABEL TO:	JAMES RHODES 6 COUNTY RD. 492 VERBENA, AL 36091 US SR00071004 Email:
RETURN ITEM TO:	ILN Arms Services



4XX596 DEC 13, 2013 ALL CURR USD 1 OF 1
 SVC GNDCOM ACT WT 10.0 LBS
 TRACKING# 124XX5969067510924
 REF 1:SR00071004
 REF 2:

HANDLING CHARGE 0.00		SVC T/P USD
SINGLE-PIECE PUB RATE	CHRG:	
DV 0.00	CGD 0.00	RS 0.50
DC 0.00	DGD 0.00	SD 0.00
AH 0.00	PR 0.00	SP 0.00
TOT PUB CHG 11.01	PUB+HANDLING	11.01

ATTN: Product Service







