

Remington Arms Co., Inc.
Product Service
Legal Case #:8810

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
308112	4/16/2013	4/17/2013	4/18/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Douglas	Wolbeck	2718 109th	Lubbock	TX	79423		H 806-790-6402 E dwolbeck@live.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4056	Fired on Bolt Opening		
S	Does not fire when pulling trigger but when opening bolt	Concern:1020	Fired on Bolt Opening	Unknown
C				

4/18/13 Per note on SR, fails to fire but fires when touching the bolt.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85651	M71852755	EG	10/30/2012 9:34:47 AM

Date Purchased	Where Purchased	Accessories	Original Owner
	ACADEMY SPORTS & OUTDOORS	SCOPE BASE	U

CONCERN:FIRES WHEN TOUCHING BOLT

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
Replacing with new 85651 on SNC order						

Repair/Replacement Cost	Repair/Replacement Date
136.80	4/18/2013

4/18/13 Called owner to let him know we would be replacing and to get FFL info.cm 4/18 FFL is Academy in Lubbock. Spoke with Tori and she approved the shipment.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B. TRAVIS
	Exam Date		4/17/2013

Examination	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4056	Fired on Bolt Opening	WHEN BOLT IS CLOSED BRISKLY THEN TRIGGER PULLED IT WILL NOT FIRE UNTIL BOLT IS RAISED.
Barrel	Description		22" 243 WIN
	Date Code		EG
	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---	
Receiver	Condition	Slightly Worn; Functioning	
	Bulged	False	
Safety	Description		STANDATD 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---	3.5#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Document

www.remington.com

Repair Number RE00308112	Serial Number / Description M71852755 Model 770 RIFLE Caliber: 243	Date Received: 04/16/2013 Estimate Date: 04/23/2013 Date Printed: 04/23/2013		
Customer: DOUGLAS WOLBECK 2718 109TH LUBBOCK, TX 79423 US		Return To: DOUGLAS WOLBECK 2718 109TH LUBBOCK, TX 79423 US		
Problems				
Reported M110 - FAILS TO FIRE BUT WILL FIRED WHEN TOUCHING BOLT M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION	Found M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION			
Technician Comments Per request of Product Service Dept, replace with a new #85651. Replacement serial # is M71901607 shipped on order #1495070.cm				
Repair information				
Material	Description	Type	Bill Action	Quantity



Remington.
www.remington.com



Remington Arms Company, LLC. | 870 Remington Drive | PO Box 700 | Madison, NC | 27025-0700 | USA

Sales Order Confirmation

IRS# 51-0350935
IT03373070170
IE6601509R
GST 138911094RT

ACCT. NO.
FIREARMS

BILL TO: RAC, LLC - FIREARM SAMPLES
870 REMINGTON DRIVE
PO BOX 700
MADISON NC 27025-0700

SHIP TO: ACADEMY SPORTS
ATTN: STORE MGR PER TORRE
M/F: TRANSFER FOR: DOUGLAS WOLBECK
806-788-4820
5802 19TH ST (@W.LOOP 289)
LUBBOCK TX 79407

PURCHASE ORDER NO.	P.O. DATE	ORDER NO.	ORDER DATE	CANCEL DATE	REQ. DELV.	DELIVERY TERMS	NET WEIGHT
Wolbeck	04/19/2013	1495070	04/19/2013		04/19/2013	PPD	8 LB

ITEM NO.	DESCRIPTION	ORD QTY	UNIT	PROGRAM PRICE	EXT PRICE
85651	770 SS 243 WIN 22" W/SCOPE	1	EA	158.37	158.37
To get VPRS into : 100.000- % 136.80-					

8850050/230145

Items total			21.57
Sample Cost	100.000 %	136.80	136.80

83110005
1150571
M71901607

CURRENCY CODE: USD	TOTAL ORDER AMOUNT:	158.37 USD
CUST. SERV. REP: EVA DIAZ	TERMS:	NET 30 DAYS
PH: 1-888-736-4867 EXT 8712 FAX:	Email: Eva.Diaz@remington.com	

Please Note:

- A. Purchases are subject to REMINGTON ARMS standard conditions of sale.
- B. Please review confirmation and advise us of any discrepancies with your purchase order within two business days.

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.

2211
EG10/1
3.8#

Service Request Number SR00049936	Serial Number / Description M71852755 Model 770 RIFLE Caliber: 243	Date of Request: 04 08 2013 Date Printed: 04 08 2013
Customer: DOUGLAS WOLBECK 2718 109TH LUBBOCK, TX 79423 US		Destination: Arms Services 14 Hoefler Ave Ilion, NY 13357 US
Email: dwolbeck@live.com		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.

8810

Reason For Return
M110 - FAILS TO FIRE BUT WILL FIRED WHEN TOUCHING BOLT

Service Request Section
fails to fire but fires when touching bolt

Material	Type	Description	Qty Needed	Warranty	Price	Disc	Amount
----------	------	-------------	------------	----------	-------	------	--------

Serial Number: M71852755

Model: 770



RE00308112

I will contact Derek. He may want this gun for eval.

Scott

RECEIVED
APR 18 2013

BY:

THIS IS NOT AN INVOICE. This is a pre-estimate to repair, recondition, or replace the

Sub Total: .00
Est Sales Tax: .00
Grand Total: \$.00







