

Remington Arms Co., Inc.
 Product Service
 Legal Case #:9317

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
324642	10/18/2013	10/21/2013	10/21/2013				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Tammy	Worsen	523 North Green St	Grand Saline	TX	75140		E stworsen@yahoo.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Bolt handle is broken	Cause:4013	Broken or Missing Parts	Unknown
S	FBC and FSR	Concern:1008	Fired on Bolt Closing	
C				

Per letter from Tammy Worsen, "We haven't shot 2 boxes of ammo through it. The gun misfired twice when chambering a round and once while taking it off safety. The last time it misfired the bolt handle broke." jbi

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/243 WIN	85637	71415103	RB	11/29/2007 3:58:31 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART STORE 01-0251	SCOPE BASE	U			

CONCERN:FBC,BOLT HANDLE BROKE

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, bolt, check over, and test at no charge						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$61					

10/23/13: Per Ilion, "chamber is dirty and rusty. trigger assembly is dirty. can offer to fit a new bolt and test fire. replace trigger assembly at no charge to restore confidence in rifle. final ream and polish chamber." jbi

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/21/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4013	Broken or Missing Parts	BOLT HANDLE BROKEN CHECKED TRIG PULL AND FUNCTION WITH A SLAVE BOLT COULD NOT DUPLICATE FBC
Barrel	Description		20" 243 WIN
	Date Code		RB
	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	Abused; Not 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	Missing	
Overall	Exterior Condition	Slightly Worn; Not Functioning	
	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	
		Test Fired	False
Feeding Test	Tests	False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY
	Pull	---Select---	4# CHECKED WITH A SLAVE BOLT ASSM
	Altered	False	
	Sub-Assembly	Other Remington	

2011
RB11/1
4#

9317

To whom it may concern.

I am 5'2" tall and just started hunting with my husband when we bought this gun in 2008. We haven't shot 2 boxes of ammo through it. The gun misfired twice when chambering a round and once while taking it off safety. The last time it misfired the bolt handle broke. We bought this gun for two reasons. One the price was good for a combo set and two the gun is small. Our son is 9 years and starting to get interested in hunting. We thought about getting this gun fixed for him to use. I have read several reviews on this model and haven't seen any good ones. Is this gun safe for a child? I have several old Remington's from my Father now and there have been no issues with those. Just a little concerned.

Thank you, Tammy Worsen

TAMMY WORSEN
523 NORTH GREEN ST.
GRAND SALINE TX 75140

Serial Number:

71415103

Model: 770



RE00324642

RECEIVED
OCT 23 2013

BY:.....

chamber is dirty + rusty
T.A. dirty, CAN offer to
R, + a new bolt + test AT
1/2 NORM. cost + up. T.A. AT
N/C TO restore confidence.

Q







