

Remington Arms Co., Inc.
Product Service
Legal Case #:2314

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
143857	4/7/2008	4/8/2008	4/8/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Robyn	Fox	6953 Gordon Blvd	Burlington	KY	41005		H 859-384-4103

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	gun goes off without pulling trigger	Concern:1008 Fired on Bolt Closing		Unknown
C				

4/9/08-correspondence from repair-gun will not chamber a shell and when it does the gun goes off without pulling the trigger.lw

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/300 WM	85636	71413154	RB	11/15/2007 12:58:09 PM

Date Purchased	Where Purchased	Accessories	Original Owner
12/22/2007	WAL-MART SUPERCENTER 0584	SCOPE,BASE,RINGS,CAPS	Y

CONCERN:GOES OFF WITHOUT PULLING TRIGGER

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace TA at n/c						

Repair/Replacement Cost	Repair/Replacement Date
35	4/9/2008

4/9/08-replace tpa at n/c under warranty.lw

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		4/8/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
	Description		24" 300 WM
	Date Code		RB
	Bore Plugged	False	

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=2314&Type=Case>

4/9/2008

Barrel	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Like new; 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	Like new; Functioning	
	Notch Condition	---Select---	
Magazine	Condition	---Select---	
	Box Condition	Like new; Functioning	
Overall	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
	Fore End Condition	---Select---	
Receiver	Condition	Like new; Functioning	
	Bulged	False	
Safety	Description		STANDARD M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	

Arms Services Repair & Estimate System

FileAdd RepairEstimate RepairExpedite RepairInquiryRepair ToolsCSR ToolsReportsTable MaintenanceSystem MaintenanceHelp

Repair Inquiry

Repair Number:RE00143857

Serial: 71413154 Model: 770 Center Fire Caliber 300 WIN MAG Produced: 11/15/2007

Repairman:

Status:New 3/31/2008 1:15:42 PM

Verify Repair

Address Information

Customer:☒ Received From

Return To:☐ Received From

Name:ROBYN FOX

Address 1:6953 GORDON BLVD

Address 2:

City:BURLINGTON

State:KY Zip Code:41005 Country:US

Return To:

ROBYN FOX

6953 GORDON BLVD

PO Box:

BURLINGTON

PO Box:

State:KY Zip Code:41005 Country:US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
3/31/2008 1:15:4	New	valentds	Repair Added	
4/7/2008 5:44:33	Expedite	pencerf	From: Check In	To: Gallery
4/7/2008 11:52:0	Expedite	Travisbw	From: Gallery	To:
4/8/2008 1:21:42	Comment	supryll	Returned to AS for warranty repair	

☐ Shipping Hold

☐ Interface Hold

☐ Estimate Sent

☐ Parts Received

☐ Passed Inspection

☐ Return As Received

☐ Has been Approved

☐ Internal Repair

Current Status

New

3/31/2008 1:15:42 PM

valentds

Product Services

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close

start

Inbox - Micos

Arms Services

Maple Ridge

Enter New Case

DMS - Chats

W - Maroon Word

GO

U

Run

supryll4/8/20081:21:PMCAPSNUMILNSCSFL



2314

71413154
Serial #

Remington

Factory Repair Instructions

(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: 770 w/scope		Serial Number: 71413154	
Are you the original owner? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: Robyn Fox		Date of Purchase: 12/22/07	
Address (no PO Boxes): 6953 Gordon Blvd			
City: Burlington		State: Ky	Zip: 41005
Phone (Daytime): 859-384-4103		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: The gun will not Chamber a shell and when it does the gun goes off without pulling the trigger. could not duplicate concern. check over completely. replace TPA, clean AT w/c manually			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e. bullet weight/type, shot size, powder):			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Firearms Care (Cleaning and Lubrication):			

24"
12/11/07
4#

Serial Number:

71413154

of rounds)
r of rounds)
or Number of rounds)

Model: 770



RE00143857

How often do you lubricate the bore? (Months or Number of rounds)
How often do you lubricate the action? (Months or Number of rounds)
How often do you lubricate the trigger assembly? (Months or Number of rounds)
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <i>Never</i>
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
REMINGTON ARMS CO., INC ATTN: Arms Service Division 14 Hoefler Ave Ilion, NY 13357
<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> <ul style="list-style-type: none"> :: 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper return address will be refused. :: 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>Charge repairs will be processed using the following guidelines:</p> <ul style="list-style-type: none"> :: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun) :: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card.

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ID #: 2661919
PASSWORD: 2920

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purchase and for complete official
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shown in the official rules. Survey
must be taken within TWO weeks
of today.

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DRY RIDGE, KY

ST# 0584 DP# 00004970	TE# 77 TR# 03022
RIFLE 004770085636	299.87 X
EAR BUDS 002125215095	4.46 X
ZZ/S.GOSPEL 001509576132	9.72 X
ROLL WRAP 694312730032	2.97 X
TINS 007867806488	3.00 X
MEN REG JEAN 008408470810	15.24 X
CD BOOMBOX 004431950382	38.97 X
SUBTOTAL	374.23
TAX 1 6.000 X	22.45
TOTAL	396.68
ECA CHECK TEND	406.68
CHANGE DUE	10.00

When you provide a check as payment,
you authorize us to use information
from your check to process a one-time
Electronic Funds Transfer (EFT) or
draft drawn from your account, or
process the payment as a check
transaction. You also authorize us to
process credit adjustments, if
applicable.

If your payment is returned unpaid,
you authorize us to collect your
payment and the Return Fee amount
below by EFT(s) or draft(s) from your
account. If you are presenting a
corporate check, you make these
representations as an authorized
corporate representative and agree
that the corporation will be bound by
the NACHA rules. Call 888-905-3388
with any questions.
RETURN FEE AMOUNT 25.00

Remington Arms Co., Inc.
Product Service
Legal Case #:3351

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
163258	2/27/2009	3/23/2009	3/23/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Gander Mtn	Scott - gunsmit	Gander Mtn	66 Mall Pkwy	Pennsdale	PA	17756		W 570-546-1040

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Gun fired when pushing safety to fire	Cause:4038 Could Not Duplicate Concern Concern:1007 Fired on Safe Release	Unknown	
C				

Gunsmith at Gander stated - Customer brought gun in 2 days after purchase. Customer stated he shot 2 shots & had problems opening the bolt. When he loaded again he stated that while pushing the safety to fire the gun went off without the trigger being pulled. The gunsmith completed 3 test fires & could not duplicate any of the above problems. dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	85635	71444314	CC	4/24/2008 10:18:02 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	GANDER WAREHOUSE #1/Leban	SCOPE.RINGS,BASE	U			

CONCERN:FSR

Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
*	/	270 WIN				
Concern	Other	Factory	Reload			
0:						

Other Products Information - None Defined

Settlement

Settlement	Release of Claims	Release Date	Remittance	Cash Settlement	Reim. Date APV	Cash Date APV
Repair under warranty			Remington/770/CF/BA			
	Repair/Replacement Cost	Repair/Replacement Date				
	\$41.65	3/28/2009				

3/28/09: Per Fred S. - check over, replace TPA to restore confidence in rifle at no charge - warranty. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		3/23/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		24" 7MM REM MAG
	Date Code		CC
	Bore Plugged	False	
	Bulged	False	

PrintDisplay

Page 2 of 2

	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		STANDARD M/770 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	Non-ISS	
Sear	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	DELAY/WON'T FIRING AFTER AGGRESSIVELY CLOSING BOLT
	Pull	---Select---	4#
	Altered	False	
	Sub-Assembly	Other Remington	



Service Request

Service Order # 3343

cc 4/10/08
24"
y#

3351

SHIPPED TO VENDOR/STORE:

Remington Repair FFL# 6-16-00726
14 Hoefer Ave

Ilion, NY 13357

Attn:

Date Shipped: 02/20/2009

Phone: (800) 243-9700

RETURN SHIP TO:

Gander Mountain, FFL# 8-23-041-01-7B-01570

Attn: Gun Parts Dept.

Customer's gun

66 Mall Parkway

Pennsdale, PA 17756

Phone # *510-546-1040*

FIREARM INFORMATION:

Manufacturer: Remington Arms Co Inc.

Model: 770

Type: Rifle

Cal/Ga.: .270cal

Serial Number: 71444314

Cased?: ☐

DESCRIPTION OF ITEM RETURNED:

Remington 770

REASON FOR RETURN:

Customer brought gun in 2 days after purchase. He stated that he shot two shots and he had problems opening the bolt. When he loaded again he stated that while pushing the safety to fire the gun went off without the trigger being pulled. I completed 3 test fires and could not duplicate any of the above problems. The customer insisted that the gun go back to the manufacturer.

ATTENTION VENDOR

Please contact me with any questions or concerns.

Scott Letterman

(570) 546-1040

BILLING INFORMATION:

Please include the service order number on all invoices and correspondence:

SHIP TO ABOVE ADDRESS

Forward all invoices to: **Gander Mountain Company**
Attn: Cindy Kilbride
180 E. Fifth Street Suite 1300
St. Paul, MN 55101

*check over replace
TPA to restore confidence
WRITABLE. N/C
WARRANTY*

Serial Number:

71444314

Model: **770**



RF00163258

BARBER - Kinzer PPS GAL RE0009345

#3351