

Remington Arms Co., Inc.
Product Service
Legal Case #:3121

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
157919	1/22/2009	1/23/2009	1/23/2009				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Thomas	Romano	101 Prospect St. #7	Clarksburg	MO	65025		H 573-787-9576

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
S	Cause:4038	Could Not Duplicate Concern		Unknown
C	Rifle fired on bolt closing	Concern:1008 Fired on Bolt Closing		

Bolt does not cycle properly. Rifle fired upon chambering and closing bolt. Teflon lube on the bolt did not help much.
dmf

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/7MM REM MA	85635	71490558	EC	10/22/2008 2:56:21 PM

Date Purchased	Where Purchased	Accessories	Original Owner
12/1/2008	WAL-MART SUPERCENTER 0029	SCOPE,RINGS,BASE	U

CONCERN:FBC

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 with ramac 85635 - 770 SYN 7MM REM MAG 24" W/SCOPE						

Repair/Replacement Cost	Repair/Replacement Date
\$156.43	1/28/2009

1-28-09: Rifle is being replaced under warranty. Ramac 85635 has been ordered. dmf

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		1/23/2009
	Product Type		RF
	Action Type		A

	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	BOLT CLOSSES HARD OVER EMPTY CHAMBER
Barrel	Description		24" 7MM REM MAG
	Date Code		EC
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	
Bolt	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
	Stop	Like new; Functioning	
Extractor	Condition	Like new; Functioning	
	Cut Condition	Like new; 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	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	6#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Inquiry									
Repair Number: RE00157919		Serial: 71490558 Model 770 Center Fire Caliber: 7MM-REM-MAG Produced: 10/22/2008			Repairman: Robert Frink		Status: Repairing 1/23/2009 9:58:15 AM		
Verify Repair									
Address Information									
Customer:		☒ Received From		Return To:		☒ Received From			
Name: THOMAS ROMANO		THOMAS ROMANO		THOMAS ROMANO		THOMAS ROMANO			
Address 1: 101 PROSPECT STREET		101 PROSPECT STREET		101 PROSPECT STREET		101 PROSPECT STREET			
Address 2:		PO Box:		PO Box:		PO Box:			
City: CLARKSBURG		CLARKSBURG		CLARKSBURG		CLARKSBURG			
State: MD Zip Code: 65025 Country: US		State: MD Zip Code: 65025 Country: US		State: MD Zip Code: 65025 Country: US		State: MD Zip Code: 65025 Country: US			
FFL: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐									
Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date		Code		User ID		Desc1		Desc2	
1/22/2009 2:21:43 PM		Estimate		frinkie		Estimate Update		Status: Estim	
1/23/2009 5:36:44 AM		Maint		travisbw		Repair Maintenance		Status: Estim	
1/23/2009 8:39:51 AM		Estimate		frinkie		Estimate Update		Status: Partsl	
1/23/2009 8:40:04 AM		Repairing		System		Immediate SAP Allocation		Status: Repa	
1/23/2009 8:43:18 AM		Estimate		frinkie		Estimate Update		Status: Repa	
1/23/2009 9:58:15 AM		Estimate		frinkie		Estimate Update		Status: Repa	
1/23/2009 10:50:15 A		Comment		nakleyab		Consumer Contact for Repair		UPSET B/C I	
☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☒ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair									
Current Status Repairing 1/23/2009 9:58:15 AM frinkie Repair Bench Repair Location ILN Current Location ILN Transfer Number									
Repair Search		Refresh		Close					

Concern: FBC

Cause: 4038- could not duplicate

EC 10/08
G.#
2.4"**Remington****Factory Repair Instructions**

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

Model Number: 770		Serial Number: 71490558	
Are you the original owner? ☒ YES ☐ NO			
Name: Thomas Romano		Date of Purchase: 12/1/08	
Address (no PO Boxes): 101 Prospect St #7			
City: Clarksburg		State: M.O.	Zip: 65025
Phone (Daytime): 573 787 9576		Fax:	
E-mail Address: ☐ I would like to receive future e-mail updates from Remington.			
Please describe your problem: The Bolt does not cycle properly. Rifle Fired open chambering the First and only Round. Also I was Focusing the Eye piece and the locking nut would not move I Backed OFF on the Eye piece and Found the O Ring Seal under the locking nut. This Also need Repair or Replaced. Thank you			
Ammunition Information:			
Manufacturer:		Type:	
Other (i.e.: bullet weight/type, shot size, powder): I ALSO Tried to use teflon lube on the Bolt did not help much.			
Handload Information:			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
Brand New			
Firearms Care (Cleaning and Lubrication):			
Brand of cleaning solution used:			
How often do you clean the bore? (Months or Number of rounds)			
How often do you clean the action? (Months or Number of rounds)			
How often do you clean the trigger assembly? (Months or Number of rounds)			
Brand of lubricant used:			

How often do you lubricate the bore? (Months or Number of rounds)	New
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?	
☒ YES ☐ NO	
Comments:	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	
What were the services performed?	

Remington Arms
To who it may concern

I have purchased
four model 770 on Monday
12/1/08 at walmart
After bringing home the
Rifle, I put the Bolt in.
I noticed immediately,
that it was not correctly
cycling seems pulls to far
back and hangs up to
where you need to wiggle
the Bolt to get it closed.
I call Remington The next
day Tuesday 12/2/08 I
was told that it needed
to be Broken it. Then
I was told to send it
to a Service center

But that's how that
gun is.

I called someone else
The next day They told
me Basically The same
thing.

So I took it to the
Range as I was chambering
The First Round upon closing
The Bolt The Rifle Fired.
I did not try Again.

Friday 12/7/08 I Drove
3 HRS Each way to
one of your Service centers
in Springfield mo (Bass Pro)
They told me it should be
sent Back to Remington
They would not touch it.
I hope we can resolve
this Issue in A Timely manner
Thank you ~~Thank you~~

\$/5.00 by setting a pre-authorized amount that can be

71490558

Model: 770

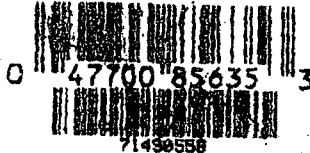


RE00157919

could not duplicate concern.
replace TPA, replace, Adjust AS
Needed at N/C

warranty

owner registration sticker



Walmart

Save money. Live better.

SUPERCENTER

WE SELL FOR LESS

HAMMER STEVEN NEED

(673) 634 - 8283

ST# 0029 UP# 00005025 TEP 75
RIFLE 004770085635

SUBTOTAL

TAX 1 7.285 \$

TOTAL

CASH TEND

CHANGE DUE

ORDER

85635

MODEL 770 W/SCOPE

UPC



ITEMS SOLD 1

TC# 9866 9109 9904 0216 0210 1



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8487 or visit walmart.com/mobileinfo

12/01/08 11:20:08

***** FIREARMS RETURN POLICY *****

All firearm sales are final.
