

**BARBER - Kinzer PPS GAL RE 0013188**

Remington Arms Co., Inc.

Product Service

Legal Case #:4878

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
207955	10/25/2010	10/28/2010	10/28/2010				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		James	Brock	181 Hall Rd	Warbranch	KY	40874		H 606-374-6654

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S	Fired when opening bolt	Concern:1020 Fired on Bolt Opening	Unknown	
C				

11/2/10 Per letter with rifle, he shot the gun 3 times target practicing. The 4th time he went to pull the trigger it wouldn't fire. He put the safety on then when he went to work the shell out the gun went off.cm

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	770/30-06 SPR	85633	M71597008	AE	3/18/2010 4:30:26 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/4/2010	WAL-MART STORE 1247	SCOPE,RINGS,BASE	U			

CONCERN:WENT OFF WITH SAFETY ON

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
Per Ilion, replace TPA as goodwill gesture						
	Repair/Replacement Cost	Repair/Replacement Date				
	42.77	11/2/2010				

11/2/10 Per Ilion, could not duplicate concern. As a gesture of goodwill we will replace the TPA, check over and test fire.cm

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/28/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		22" 30-06 SPR
	Date Code		AE
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
	Muzzle/Crown Condition	Like new; Functioning	

<b>BARBER - Kinzer PPS GAL RE 0013189</b>			
Bolt	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	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	4.5#
	Altered	False	
	Sub-Assembly	Other Remington	

**frmRepairMain - FGI Repairs**

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System

**frmREInquiry - Repair Inquiry**

Repair Number: **RE00207955** Serial: M71597008 Model 770 Center Fire Caliber 30-06 SPRG Produced: 03/18/2010 SKU: 85633 Repairman: Don Spraker Status: Repairing 10/28/2010 5:49:05 AM

Verify Repair

**ADDRESS INFORMATION**

Customer: ☐ Received from ☐ Return To ☐ Received from

Name: JAMES BROCK

Address 1: 181 HALL ROAD

Address 2:  PO Box:

City: WARBRANCH

State: KY Zip Code: 40874 Country: US

FFL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Current Status
10/26/2010 2:...	New	bordenka	Repair Added		Repairing
10/27/2010 1:...	Estimate	sprakerdj	Estimate Update	Status: Estim	10/28/2010 5:49:05 AM
10/28/2010 5:...	Maint	Travisbw	Repair Maintenance	Status: Rep	sprakerdj

Shipping Hold ☐ Interface Hold ☐ Estimate Sent ☐ Parts Received ☐ Passed Inspection ☐ Return as Received ☐ Has Been Approved ☐ Internal Repair ☐ Exclude TATC ☐

Repair Search Refresh Close

supply: ILN/Prod frmRepairMain D1102R7XPIL Thursday, Oct 28 2010 7:57 AM

start Outlook Microsoft Office Word frmRepairMain - F...

1  
27.00  
15.77  
-----  
42.77

RECEIVED  
NOV - 1 2010

BY: .....

4878

AE3/10  
4.5#**Remington****Factory Repair Instructions**

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

Model Number: 71597008		Serial Number: 47700 85633-9	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: James Brock		Date of Purchase: 10-4-2010	
Address (no PO Boxes): 181 Hall Road			
City: Warbranch		State: Ky	Zip: 40874
Phone (Daytime): (606) 374-6654		Fax:	
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem: I shot the gun 3 times target practice. Then the 4 <sup>th</sup> time <del>the</del> <sup>when</sup> I went to pull the trigger it wouldn't fire. So I put the safety back on, then when I went to work the shell out the gun went off.			
<b>Ammunition Information:</b>			
Manufacturer: Federal		Type: 30-06	
Other (i.e. bullet weight/type, shot size, powder):		150-grain	
<b>Handload Information:</b>			
Powder Used:		Powder Weight:	
Case/Hull Used:		Primer Used:	
Bullet Type/Shot Size:		Reloader Used:	
<b>Firearms Care (Cleaning and Lubrication):</b>			
Brand of cleaning solution used: New			
How often do you clean the bore? (Months or Number of rounds) New			
How often do you clean the action? (Months or Number of rounds) New			
How often do you clean the trigger assembly? (Months or Number of rounds) New			
Brand of lubricant used: New			

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 type="checkbox"/> YES <input type="checkbox"/> NO
Comments:
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?
What were the services performed?
Ship your INSURED firearm by either UPS or Parcel Post to:
<b>REMINGTON ARMS CO., INC</b> <b>ATTN: Arms Service Division</b> <b>14 Hoefler Ave</b> <b>Ilion, NY 13357</b>

IF YOUR FIREARM OR IN THE SAME BOX WITH THE  
 IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE  
 ME, ADDRESS (WITH ZIP CODE), TELEPHONE AND

ig it  
 mage in shipping and handling. Preferably,  
 e returned.)  
 iss or damage.  
 e the box. Shipments without a proper  
 st. Remington is not responsible for  
 urchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: 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.

could not duplicate concern.  
 AS A Good-Will Gesture ~~will~~ will  
 replace TPA, check over AND  
 TEST FIRE.

WARRANTY