BARBER - Kinzer PPS GAL RE 0013193

Remington Arms Co., Inc. Product Service Legal Case #:4915

Case Information

a a squeeze a supate)

 RE#
 Date Opened
 Date Opened(PS)
 Date Closed
 Incident Date
 Pre Lit
 Lit
 Obsolete

 209939
 11/10/2010
 11/11/2010
 11/11/2010
 10/31/2010

Customer Information

Last Name Street City Type **Business** First Name State Zip Age Contact C 580-819-4000 911 N. Caddo St. Incident Joe Engle Weatherford OK 73096 F 580-772-3540

Incident Information

Claims Codes Repair Est. Medical Treatment Medical Status

PI

PD s fired when he touched bolt and

d Cause:4063 Sent in for Evaluation Only
Concern:1006 Unexplained Discharge Safe OFF

Unknown

safety, not trigger

C

11/1/10 Per call from Engle, he bought this rifle new 10/25/10 and when shooting Sunday, 10/31, the first 2 shots fired, the 3rd shot wouldn't fire, he went to put the safety on and when he touched the safety the gun went off without his hand on the trigger. The 4th time he tried it and it wouldn't fire, he went to put the safety on and it was stuck. He touched the bolt to unload and it fired.cm

Firearm Information

Mfg.
Remington

Type CF/BA **Model/Ga.** 770/7MM REM MA

SKU n/a

Serial Bbl. 71510961 LD

DOM

Date Purchased

Where Purchased

Accessories

Original Owner

er

2/2/2009 1:43:40 PM

,

WAL-MART STORE 0392

SCOPE,RINGS,BASE

Y

Mai Owilei

CONCERN: PULLED TRIG, NOTHING HAPPENED AND FIRED WHEN SAFE WAS PUT 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 Cash Date APV APV

Repair at no charge under

warranty

Repair/Replacement
Cost
Date
65.28
Repair/Replacement

11/1/10 Faxing ARS and letter to ship back to factory.cm 11/11/10 Called Joe with update. Marked repair to ship 1 day air.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
	Examiner		B.TRAVIS
	Exam Date		11/11/2010
Examination	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4063	Sent in for Evaluation Only	DURING EXAMINE I HAD THE TRIGGER FAIL ONCE. IT DID NOT FIRE DOWN DURING THE TRIGGER FAILURE. I COULD NOT GET IT TO REPEAT THE FAILURE AGAIN.
	Description		24" 7MM REM MAG
	Date Code		LD
ļ	Bore Plugged	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4915&Type=Case

11/11/2010

' ' '	<u> </u>	F 1
	Bulginzer PPS	6Ale RE 00131
:	Fired	False
Barrel	Fired while Obstructed	
	Muzzle/Crown	Slightly Worn;
	Condition	Functioning
	Cirina Din	Slightly Worn;
	Firing Pin	Functioning
	Shroud	Slightly Worn;
	<u></u>	Functioning Slightly Worn;
Bolt	Face	Functioning
		Slightly Worn;
	Handle	Functioning
	Stop	Slightly Worn;
		Functioning
}	Condition	Slightly Worn; Functioning
Extractor		Slightly Worn;
	Cut Condition	Functioning
<u> </u>	Ext/Eject Test	False
	Block Condition	Select
Locking	Lug Condition	Slightly Worn;
		Functioning
	Notch Condition	Select
Magazine	Condition	Select
iviagazine	Box Condition	Slightly Worn; Functioning
		Slightly Worn:
	Exterior Condition	Functioning
Overall	Stock Condition	Slightly Worn;
		Functioning
	Fore End Condition	Select
		Slightly Worn;
Receiver	Condition	Functioning
	Bulged	False
	Description	
Safety	Function	Like new;
		Functioning Non-ISS
	Sub-Assembly Lift	Select
		Like new;
Sear	Notch	Functioning
		Test Fired
Feeding	Tests	
Test		False
	Condition	Slightly Worn;
		Functioning
Trigger	Pull	Select
	Altered	False
	Sub-Assembly	Other Remington

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System	
网 femREInquity - Repair inquity (ARPS) 2004 34 95	
Repair Number: RE00209939 Seital: 71510961 Model 770 Center Fire Celiber: 7, Repairment Bruce Travis MM REM MAG Producer 02/02/2009 SKU: 85555	
Verfy Repair	
ADDRESS INFORMATION Customer C. Raceved from Return To C. Received from C	
Name: JUCE ENGLE	
Address 2: PO Box PO Box PO Box DeatherFORD	
State: DK Zp Code: 73096 County US DK Zp Code: 73096 County US County US	
Contact / Condition Problems Estimate Histosy / Status Shipping / Billing Current Status	
Date Code User ID: Desc1 Desc1 Desc1 Paparing 11/11/2010 7 Maint Travistw Repair Maintenance Status: F Unterface Hold: 11/11/2010 8 12 10 AM	
11/1 1/2010 8: Estimate Travistow Estimate Update Status: F Estimate Sent suppl	
11/11/2010 8 Estimate supryfi Estimate Update Status: F Reserved Reserved Current Locator Reserved Current Locator Reserved Rese	
11/11/2010 8 Estimate suppl	
☐ Exclude TATC	
Repeir Search Close	
supryfi : ILV/Prod frmRepairMain D1102R7XPII Thursday, Nov 11 2010 8:17-AM 3	XXIV.
# start Obig Caktabill of Onmepandane E. Elius distals at 1 Oirbus Microfilm 200 (200 G) 到 (200 G) 到 (200 G) (200	deferi.

During bench testing the Safety arm Stuck & the trigger could not be pulled However, the firing pin did not release by manipulating the bolt or safety: Once the safety arm was moved the rifle performed normally.

TREO 11/11/10 110V 1: 2010

BARBER - Kinzer PPS GAL RE 0013196

emington.

November 1, 2010

Joe Engle 911 N. Caddo St. Weatherford, OK 73096

Subject: #4915, Model 770

Dear Mr. Engle,

Per our phone conversation, is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of the attached letter with the firearm. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the box with "Supry". I will contact you after inspection to resolve.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell Consumer Affairs Administrator Phone: 800-243-9700, ext 8684 christy.mitchell@remington.com

fairs Administrator
13-9700, ext 8684
Il@remington.com

TRIQ. FAILURE, WAS UN ABTE GRADU

TO Repeat Fin pin FAITURE: relain

Check over Replace TOA + BOLT

ASS M. TEST FILE AT M/C

warranty

71510961

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025 Phone 800-243-9700 • www.remington.com

Remington.

FACSIMILE TRANSMITTAL SHEET

		Comments and was present in the Printer of the Comments	
То:	Joe Engle	Date:	11/1/18
Company:		From:	Christy
Fax No.:	580-772-3540	Fax No.:	
Phone No.:		Phone No.:	800-243-9700 x 8684
Number of p	pages including Cover Sheet:		<u>. </u>
COMM	ients: Please	Read	Below. Thanks
This	zun was firing when I	It wasn't so	appear to I shed it 2 times
1	not fin, Henext shot I p		
1	to put the safety on and		
E .			on more time and again
ł			to puttle saletion and it
	for som reason so Iww		<i>!</i>
1			
oc Kill-d.	then it I wasn't paye	og attention	and know what I was doing
	PRIVILEGED A	AND CONFIDENT	TIAL /
· ·	ile is intended only for the use of the inc	•	· · · · · · · · · · · · · · · · · · ·
	n that is privileged, confidential and exe		
	do not disseminate, distribute, or copy ediately by return fax or by telephoning		
linne	referely by refutitivation by refebriourifs	, menumber 400ve	and discard an copies of mis fax.
*** ** *******************************	duct the the	evi ahn ha	All the State of t

I would really just like to have anew gun, because I believe this one is really nessed up. I just sold a perfectly good Winchester gun, and burght a new Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700 and I am very dissappointed.

Phone 336-548-8700 • www.remington.com



Remington Arms Company, Inc. 870 Remington Drive P. O. Box 700 Madison, NC 27025-0700

ARS LABEL REQUEST FORM

DATE: 11	/1/2010 REQUESTED BY: christy
QUANTITY:	1 WEIGHT PER PACKAGE: 10
RLEASECHECKONE: MEDIA	
COORDINATOR	/ I will fax: 580-772-3540
TO MAIL	I WILL MAIL
DESCRIPTION:	
urgent!!!	770

LABEL INFORMATION

MAIL LABEL TO: Joe Engle I will fax to: 580-772-3540 911 N. Caddo St Weatherford, OK 73096 RETURN ITEM TO: Rem Product Service الماتات

To: Subject: Dodson, Cathy

Engle

Attachments:

Untitled (7).xls

Could I possibly get this one before the afternoon mail run? I need to move this one quickly. Thanks!

	FACSIMILE TRA	ANSMITT	AL SHEET
То:	Joe Engle	Date:	11/1/10
Company:		From:	Christy
Fax No.:	580-772-3540	Fax No.:	
Phone No.:		Phone No.:	800-243-9700 x 8689
Number of p	pages including Cover Sheet:		
COMM	IENTS:		•
	A SECTION OF THE PROPERTY OF T		

PRIVILEGED AND CONFIDENTIAL

This facsimile is intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If you are not the intended recipient please do not disseminate, distribute, or copy this communication. Instead, please notify the sender immediately by return fax or by telephoning the number above and discard all copies of this fax.

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025-0700 Phone 336-548-8700 • www.remington.com

November 1, 2010

Joe Engle 911 N. Caddo St. Weatherford, OK 73096

Subject: #4915, Model 770

Dear Mr. Engle,

Per our phone conversation, is a prepaid UPS ground shipping label for shipment of the firearm to our factory for inspection. Please include a copy of the attached letter with the firearm. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Please mark the ends of the box with "Supry". I will contact you after inspection to resolve.

I apologize for the inconvenience that this incident has caused and I hope that these actions will keep you as a loyal Remington customer.

Sincerely,

Christy Mitchell Consumer Affairs Administrator Phone: 800-243-9700, ext 8684 christy.mitchell@remington.com E**UU132U1** TRANSMISSION VERIFICATION REPORT

> TIME : 10/29/2010 15:17 NAME :

FAX : 3365487823 TEL : SER.# : BROC0J148005

DATE, TIME FAX NO./NAME DURATION PAGE(S) RESULT MODE 10/29 15:15 15408967018 00:01:11 03 OK STANDARD

Remington.

To: Ben-Sporting Goods Date: 10/29/10 Company: Rock. Coop From: Christy Mitchell Fax No.: 540-896-7018 Fax No.: Phone No.: Phone No.: 800-243-9700 x8684 Number of pages including Cover Sheet: COMMENTS:

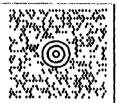
BARBER - Kinzer PPS GAL RE 0013201

SHIP TO:

ATTN: PRODUCT SERVICES REMINGTON ARMS CO., INC.

14 HOEFLER AVE.

ILION NY 13357



135 0-01



UPS GROUND

TRACKING #: 1Z 4XX 596 90 6616 3570



BILLING: 3RD PARTY DESC: FIREARMS RETURN SERVICE

REF 1:JOE ENGLE/CD/CM REF 2:770

4XX596

WS 12.0.17

LP2442 09.0A 10/2010



NOV 1, 2010 ALL CURI ACT UT 10.0 LBS ALL CURR USD 1 OF 1

SVC GNDCOM TRACKING# 1Z4XX5969066163570

REF 1: JOE ENGLE/CD/CM

REF 2:770

HANDLING CHARGE 0.00

SINGLE-PIECE PUB !	RATE CHRGS:	SVC	T/P USD
DV 0.00	COD 0.00	RS	0.50
DC 0.00	DGD 0.00	SD	0.00
AH 0.00	PR 0.00	SP	0.00
TOT PUB CHG 9 49	PUR+HAND	LING	9 49

CUSTOMER SERVICE 800-742-5877

PACKAGE CONTENTS: FIREARMS

the second secon REF 1:JOE ENGLE/CD/CM REF 2:770

BARBER - Kinzer PPS GAL RE 0013202

IMPORTANT NOTICE TO ANYONE HANDING OVER GOODS TO UPS

This document is a requipt only and you are named on the attached table!/document exclusively for identification purposes. The contract of and UPS. By handing over in section or There is no contract of and UPS. By handing over ins goods to UPS, you agree that the term you or anyone other than its customer. There is no contract between you or anyone other than its customer for any loss, during from nugligance or any other too, or damage to goods.

THIS RECEIPT IS TO BE RETAINED BY THE CUSTOMER RETURNING THE MERCHANDISE

UPS GROUND

TR#: 1Z 4XX 596 90 6616 3570



JOE ENGLE 911 N'CADDO ST. WEATHERFORD OK 73096

10 LBS

1 i

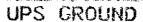
SHIP TO:

ATTN: PRODUCT SERVICES REMINSTON ARMS CO., INC. 14 HOEFLER AVE.

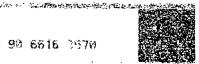
ILION NY 13357

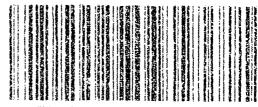


NY 135 0-01



TRACKING #: 12 4XX 598 90 6616 3670





。 「我们我就是在工程,我们心里是这个时间的我们的人,就是是这么多个人的人,大点也是一句的是对,我们都是我们的我们的我们的。

HELING: SRD PARTY ETURN SERVICE

F 1:JOE ENGLE/CD/CM F 2:770

LE2442 BS GR 10/2010

:596 GNDCOM 1596 NOV 1, 2010 ALL CURR USD GNDCOM ACT WT 10.0 LBS CKINGS 1Z4XX5959066163570 1:JOE ENGLE/CD/CM 1 OF 1

2:770

LING CHARGE 0 00

E-PIECE PUB	RATE CHR	GS:	SVC	TZP USD
00	COD	0.00		0.50
00	DCD	0.00		0.00
06	PR	0.00	SP	0.00
18 CHG 9 49		PUR SHOME	FMC	0.40

MINGTON ARMS CO. HOEFLER AVE. .ION NY 13357	
	CUSTOMER SERVICE 860-742-5877
ACKAGE CONTENTS: F	FIREARMS
EF 1:JGE ENGLE/CD/ EF 2:770	/cn
•	
IMPORTANT NOTICE (TO ANYONE HANDING OVER GOODS TO U
IMPORTANT NOTICE (This document to a receip	TO ANYONE HANDING OVER GOODS TO U
IMPORTANT NOTICE I first discount to a recur- rated the second of clients of air reput to estimate the air reput to estimate the air re- current to estimate the air re- turned to estimate th	TO ANYONE HANDING OVER GOODS TO USE and visit any open and in the strained by for identification proportion. The don't out that its control to the strained by
IMPORTANT NOTICE I first due mant to a receip interfacement or clustry to air regul to optomer (Fr. a and 175. Up building over grades on sometime over grades on the test that the constitution of the ma-	TO ANYONE HANDING OVER GOODS TO USE and visit and visit and visit and visit and the streethed by for identification proportion. The don't be that the tracking the visit and the control of the visit and the visit that a visit and the visit and vis
First due mont in a fectuary in the Construction of the Constructi	of only and you are named on the attention of the control of the c
First due mont in a fectuary in the Construction of the Constructi	of solve and you are contained. The attention of the production of the destruction of the control of the contro
First, the month is a freeze to instantion consistency of the profit of	of motive and your are unable to the attential of the production of the particular formula. The control of the control of the production o
THIS RECEIPT IS TO RETURNING THE MERC	the entry and you are comed on the attended in the first the transfer of the first the first the proposed of the control of th
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t
THIS RECEIPT IS TO RETURNING THE MERC	the only and your are coming to the attached for the first that the first that the property of the control of t

TIME 11/01/2010 14:08

NAME 3365487823 FAX

TEL SER.# BROC0J148005

DATE, TIME FAX NO. /NAME DURATION PAGE(S) MODE

11/01 14:07 15807723540 00:01:00 03 ÖK STANDARD ECM

Remington.

FACSIMILE TRANSMITTAL SHEET Joe Engle Date: To: From: Company: 580-772-3540 Fax No.: Fax No.: 800-243-9700 x 8684 Phone No.: Phone No.: Number of pages including Cover Sheet: **COMMENTS:**

BARBER - Kinzer PPS GAL RE 0013205