

Remington Arms Co., Inc.
Product Service
Legal Case #:2809

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
153800	10/21/2008	10/22/2008	10/22/2008				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Murfreesboro Outdoors		Murfreesboro Ou	2204 N W Broad St	Murfreesboro	TN	37129		W 615-896-4745 F 615-849-5857 E randy@mborooutdoors.com

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Fires when closing bolt	Concern:1008 Fired on Bolt Closing		
C				

10/23/08 When the bolt closes and the saety is disengaged, the rifle fires.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24739	S7646982	KW	5/13/2002 6:31:53 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HENRYS TACKLE LLC		U			

CONCERN:FSR

Ammunition Information - None Defined

Other Products Information - None Defined

Settlement

Remington/7/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
	Repair/Replacement Cost	Repair/Replacement Date				
	65.00	10/22/2008				

10/22/2008 Returned to AS for n/c repair. Install new TA, clean action and check over completely fls.

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/22/2008
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4015	Improper Maintenance	TRIG ASSM HAS A PARTIALLY DRIED AND STICKY LUBRICATION RESIDUE
Barrel	Description		20" 243 WIN
	Date Code		KW
	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	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---	
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/7 SAFETY
	Function	Like new; Functioning	
	Sub-Assembly	ISS	
Sear	Lift	---Select---	.010
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Functioning	DIRTY/STICKY PARTS WORK SLUGGISH
	Pull	---Select---	7#
	Altered	False	
	Sub-Assembly	Other Remington	

Arms Services Repair & Estimate System

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

Repair Inquiry

Repair Number: **RE00153800** Serial: S7646982 Model: 7 Center Fire Caliber: 243 WIN Repairman: Dale Lewis
Verify Repair Status: Repairing 10/22/2008 11:35:05 AM

Address Information

Customer: ☐ Received From: ☐ Return To: ☐ Received From: ☐

Name: **MURFREESBORO OUTDOORS** **MURFREESBORO OUTDOORS**

Address 1: **2204 NW BROAD STREET** **2204 NW BROAD STREET**

Address 2: PO Box: PO Box:

City: **MURFREESBORO** **MURFREESBORO**

State: **TN** Zip Code: **37129** Country: **US** State: **TN** Zip Code: **37129** Country: **US**

FEL:

Contact / Condition	Problems	Estimate	History / Status	Shipping / Billing																																		
<table border="1"><thead><tr><th>Date</th><th>Code</th><th>User ID</th><th>Desc1</th></tr></thead><tbody><tr><td>10/22/2008 7:32</td><td>New</td><td>valentds</td><td>Repair Added</td></tr><tr><td>10/22/2008 10:0</td><td>Expedite</td><td>pencerl</td><td>From: Check In</td></tr><tr><td>10/22/2008 10:3</td><td>Maint</td><td>Travisbw</td><td>Repair Maintenance</td></tr><tr><td>10/22/2008 11:3</td><td>Estimate</td><td>lewisdb</td><td>Estimate Update</td></tr><tr><td>10/22/2008 11:3</td><td>Repairing</td><td>System</td><td>Immediate SAP Allocation</td></tr></tbody></table>	Date	Code	User ID	Desc1	10/22/2008 7:32	New	valentds	Repair Added	10/22/2008 10:0	Expedite	pencerl	From: Check In	10/22/2008 10:3	Maint	Travisbw	Repair Maintenance	10/22/2008 11:3	Estimate	lewisdb	Estimate Update	10/22/2008 11:3	Repairing	System	Immediate SAP Allocation			☐ Shipping Hold ☐ InterFace Hold ☐ Estimate Sent ☒ Parts Received ☐ Passed Inspection ☐ Return As Received ☐ Has been Approved ☐ Internal Repair	<table border="1"><thead><tr><th>Current Status</th></tr></thead><tbody><tr><td>Repairing</td></tr><tr><td>10/22/2008 11:35:05 AM</td></tr><tr><td>System</td></tr><tr><td>Repair Bench</td></tr><tr><td>Repair Location</td></tr><tr><td>ILN</td></tr><tr><td>Current Location</td></tr><tr><td>ILN</td></tr><tr><td>Transfer Number</td></tr></tbody></table>	Current Status	Repairing	10/22/2008 11:35:05 AM	System	Repair Bench	Repair Location	ILN	Current Location	ILN	Transfer Number
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Repair Search Refresh Close

2809


 20"
 7#
 .010
 KW 5/02

General Repair Form

Back to Repair Services

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

Model Number: seven	Serial Number: S7646982	
Name: Murfreesboro Outdoors	Date of Purchase:	
Address (no PO Boxes): 2204 N.W. Broad St		
City: Murfreesboro	State: TN	Zip: 37129
Phone (Daytime): 615-896-4745	Fax: 615-849-5857	
E-mail Address: randy@mborooutdoors.com		
Please describe your problem: When the bolt closes and the safety is disengaged, the rifle fires.		
433 characters left		
NOTE: Prior to shipping your firearm, contact the Repair Center for services provided and estimated repair time.		
⚠ 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.		
:: 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. :: Ship your ENSURED 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.		

 Serial Number: **S7646982**
Model: **7**

RE00153800

out Us

Other Sites

 TRIG. ASSM. CONTAMINATED w/ A
 PARTIALLY DIZED + STICKY LUBRICATION
 RESIDUE. REPLACE TPA, CHECK OVEN
 CLEAN AT H/C #230145