

Remington Arms Co., Inc.  
Product Service  
Legal Case #:4034

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
181116	11/24/2009	11/25/2009	11/25/2009				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter	Johnnys Sport Shop	Michael	Johnnys Sport S	101 Boothe Dr.	Eagle Lake	TX	77434		W 979-234-3516

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI PD Hole in roof of shooting shed S C	Cause:4027 Improper Assembly by Factory Concern:1007 Fired on Safe Release		Unknown	

Dealer stated in a letter - His customer was sighting gun in & the gun would not go on safety when loaded, took the bolt out - the safety would work. Put the bolt back in with a round - push safety off & the gun fired. Shot a hole in the roof of a shooting shed. Dealer stated that he does expect us to pay for roof damage. dmf

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/204 RUG	85951	7839611	CD	4/1/2009 10:21:11 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
10/28/2009	SPORTS SOUTH LLC		U			

CONCERN: FSR

## Ammunition Information

Mfg.	Type	Cal./Ga.	SKU	UPC	DOM	Mfg. Code
Hornady	V Max/40 gr	204 RUGER				
Concern	Other	Factory	Reload			
0:		Y	N			

## Other Products Information - None Defined

## Settlement

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Repair under warranty						
	Repair/Replacement Cost	Repair/Replacement Date				
	\$27	12/1/2009				

12/1/09: Per Fred S. - Will follow down. Replace trigger assembly, check over, function test under warranty. Contact dealer about hole in consumer's roof. dmf 12/1/09: I spoke to dealer & he has already replaced the gun for the customer & the repaired gun belongs to the dealer now. Dealer wanted to know what we would do extra for the consumer. In the dealer's letter he expected us to pay for damage done to consumer's roof. I asked dealer to have consumer fax over pictures of the damage & an estimate for the repair. Dealer did not provide me w/consumer's name & phone #. dmf

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/25/2009
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY

Cause	4027	Improper Assembly by Factory	WILL FOLLOW DOWN
Barrel	Description		22" 204 RUG CAMO FL
	Date Code		CD
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Like new; Functioning	
	Firing Pin	Like new; Functioning	
	Shroud	Like new; Functioning	
	Face	Like new; Functioning	
	Handle	Like new; Functioning	
Extractor	Stop	Like new; Functioning	
	Condition	Like new; Functioning	
	Cut Condition	Like new; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Like new; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Like new; Functioning	
	Stock Condition	Like new; Functioning	
Receiver	Fore End Condition	---Select---	
	Condition	Like new; Functioning	
Safety	Bulged	False	
	Description		STANDARD XMP SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	N/A
	Notch	Like new; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Like new; Not Functioning	
	Pull	---Select---	N/A
	Altered	False	
	Sub-Assembly	X-Mark Pro	

**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: **RE00181116** Serial: 7839611 Model 7, Center Fire Caliber 204 Repairman: **Chuck Dekanek**  
 Verify Repair: **RUGER Produced: 04/01/2009** Status: **PartsHold 11/25/2009 8:45:44 AM**

**Address Information**

Customer: ☒ Received From Return To: ☐ Received From  
 Name: **JOHNNY'S SPORT SHOP** **JOHNNY'S SPORT SHOP**  
 Address 1: **101 BOOTHE DRIVE** **101 BOOTHE DRIVE**  
 Address 2: **PO Box** **PO Box**  
 City: **EAGLE LAKE** **EAGLE LAKE**  
 State: **TX** Zip Code: **77434** Country: **US** State: **TX** Zip Code: **77434** Country: **US**  
 FFL: ☐ ☐ ☐ ☐ ☐ ☐

Contact / Condition		Problems		Estimate		History / Status		Shipping / Billing	
Date	Code	User ID	Desc1						Current Status
11/20/2009 5:39	New	VALENTDS	Repair Added	<input type="checkbox"/> Shipping Hold					PartsHold
11/23/2009 10:1	Expedite	penceil	From: Check In	<input type="checkbox"/> InterFace Hold					11/25/2009 8:45:44 AM
11/24/2009 7:25	Expedite	dekanekcg	From: Repair Bench	<input type="checkbox"/> Estimate Sent					Travisbw
11/25/2009 7:44	Maint	Travisbw	Repair Maintenance	<input type="checkbox"/> Parts Received					PartsRack
11/25/2009 8:45	Estimate	Travisbw	Estimate Update	<input type="checkbox"/> Passed Inspection					Repair Location
11/25/2009 8:46	PartsHold	System	Immediate SAP Allocation	<input type="checkbox"/> Return As Received					ILN
11/25/2009 8:48	Expedite	Travisbw	From: Repair Bench	<input type="checkbox"/> Has been Approved					Current Location
				<input type="checkbox"/> Internal Repair					ILN
									Transfer Number

**Repair Search** **Refresh** **Close**

supply 11/25/2009 9:26 AM C:\PS NUM INS

start [Icons] Arms Services Ra... [Icons]

We need to contact customer  
 and cover the cost of the repair.  
 This was a bad trigger assembly  
 no alterations of the factory settings,

Feed. 11/25/09

**RECEIVED**  
 NOV 30 2009  
 BY: .....

# 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: **RE00181116** Serial: 7839611 Model: 7 Center Fire Caliber: 204 Repairman: **Chuck Dekanek**  
 Verify Repair: ☐ Status: **Partshold 11/25/2009 8:45:44 AM**  
 RUGER Produced: 04/01/2009

### Address Information

Customer: ☒ Received From Return To: ☐ Received From  
 Name: **JOHNNYS SPORT SHOP** **JOHNNYS SPORT SHOP**  
 Address 1: **101 BOOTH DRIVE** **101 BOOTH DRIVE**  
 Address 2: **PO Box** **PO Box**  
 City: **EAGLE LAKE** **EAGLE LAKE**  
 State: **TX** Zip Code: **77434** Country: **US** State: **TX** Zip Code: **77434** Country: **US**

FEL: ☐

### Contact / Condition

### Problems

### Estimate

### History / Status

### Shipping / Billing

#### Problems Reported

Code	Desc
M100	SEE CUSTOMERS LETTER
M123	FORWARD TO PRODUCT SE

#### Problems Found

Code	Desc
M123	FORWARD TO PRODUCT SE

#### Repair Notes

will follow down, replace trigger plate  
 assm, check over, function test

#### Repairman's Comments

#### CSR Comments

Repair Search

Refresh

Close

supryll 11/25/2009 9:26 AM NUM INS

4034

CD 4/09

22"

# Remington

## Factory Repair Instructions

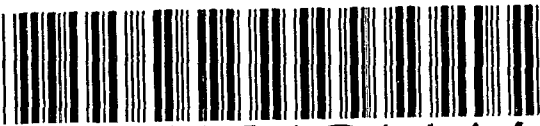
(NOTE: Please print and complete this form, and then include it with your firearm.)

Model Number: <u>7</u>	Serial Number: <u>78 39611</u>
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Name: <u>Johnny's Sport Shop</u>	Date of Purchase: <u>10-28-09</u>
Address (no PO Boxes): <u>101 Boothe Dr.</u>	
City: <u>Eagle Lake</u>	State: <u>Tx</u> Zip: <u>77434</u>
Phone (Daytime): <u>979-234 3516</u>	Fax: <u>979-234 7603</u>
E-mail Address: _____	
<input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.	
Please describe your problem: <u>Load gun will not go on safety, take</u> <u>boel completely out put back in with load gun is on</u> <u>safety at this time push safety off and gun</u> <u>fires.</u>	
Ammunition Information: <u>Hornady</u>	
Manufacturer: <u>Stock # 83208</u>	Type: <u>40 grain V-Max</u>
Powder Weight: _____	
Primer Used: _____	
Reloader Used: _____	
_____ 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: _____	

Serial Number:

7839611

Model: 7



RE00181116

will follow down. replace TPA  
check over function test.  
warranty.

CS 11/19/09



## Johnny's Sport Shop

MICHAEL L. GRIGAR  
101 Boothe Drive  
Eagle Lake, Texas 77434-2498  
"Goose Hunting Capital of the World"  
Phone (979) 234-3516

Remington,

I have a new gun here that I ordered for my customer. He picked the gun up and went to shoot it in. The gun will not go on safety when loaded, take bolt out the safety will work, put bolt back in with a round push safety off and the gun fires. The gun did fire like this for my customer putting a hole in his shooting shed. I do expect you to take care of this roof damage for him. He has purchased several Remington rifles from me in the past and I hope Remington will do the right thing for him.

Pete  
Liger

SHIP  
TOJOHNNYS SPORT SHOP  
101 BOOTHE DRIVE  
EAGLE LAKE TX

77434

**Sports South** LLCP.O. BOX 51367 SHREVEPORT, LA 71135-1367  
ALL STATES (800) 368-3845  
(318) 797-4848

PAGE 1

INVOICE  
NUMBER

1803864

BILL  
TO

CUSTOMER #

74397

INVOICE  
DATE

10/28/09

PURCHASE  
ORDER #

QUANTITY SHIPPED	UNIT	FCS	DESCRIPTION	ITEM NO.	NET PRICE AFTER CASH DISCOUNT	GROSS EXTENSION	% DISC
1	GN		*** LONG GUNS *** REM 85951 MOD 7 PRD 204RG FL MOBRSH	51934	594.37	625.65	05
			*** SERIAL NUMBERS *** REM 85951 MOD 7 PRD 204RG FL MOBRSH	51934			

NOTICE: DELIVERY OF GOODS VIA COMMON CARRIER  
IS AT CONSIGNEE'S RISK.

FULL CASES 0

WEIGHT 9 LBS

GROSS INVOICE  
TOTAL BEFORE TAX

\$625.65

LA. TAX

\$ .00

IF PAY BY \*\* 12/10/09 \*\* THEN

DEDUCT CASH DISCOUNT	\$31.28
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GROSS AMOUNT DUE	\$625.65
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1.5% SERVICE CHARGE (18% PER ANNUM) ON PAST DUE ACCOUNTS.

PS 10366