

Remington Arms Co., Inc.
Product Service
Legal Case #:4994

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211049	11/19/2010	11/5/2010	11/22/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Reporter		Joe	Knox	1383 Golden Rd.	Goshen	AL	36035		H 334-335-4422 W 334-850-1158 E jknox004@centurytel.net

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4015 Improper Maintenance		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

Customer sent in an email. His daughter has a Model 7. The rifle will fire when pushed from safe to fire. No damage - No injury. He wants it repaired. df

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24779	7781205	RW	11/19/2002 9:03:50 PM
Date Purchased	Where Purchased	Accessories	Original Owner			
	HICKS INC		Y			

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

Per Ilion - Quote to repair

@ 1/2 normal charges

Repair/Replacement Cost Repair/Replacement Date

11/5/10: I will email letter & form. I will ask Media Coord. to email ARS label. df 11/30/10: Per Ilion - TA is contaminated w/a partially dried & sticky lube residue causing parts to work sluggish. Replace TA, clean & test fire @ 1/2 normal charges - quote. df 11/30/10: Tom Beazlie has already called about quote & approved w/payment. df

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/22/2010
	Product Type		RF
	Action Type		A
	Assigned To		T.NAGLE
Cause	4015	Improper Maintenance	
Barrel	Description		20" 243 WIN
	Date Code		RW
	Bore Plugged	False	
	Bulged	False	
	Fired	False	

http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=4994&Type=Case

11/30/2010

	Fired while Obstructed		
	Muzzle/Crown Condition	---Select---	
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	ACTION DIRTY
	Stock Condition	Slightly Worn; Functioning	SCRATCHES AND FINISH WEAR
	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---	.012
	Notch	Slightly Worn; Functioning	SLUGGISH
Feeding Test	Tests	Test Fired	False
		False	
Trigger	Condition	Slightly Worn; Not Functioning	DIRTY AND STICKY,HAS NO TRIGGER RETURN
	Pull	--Select---	8#
	Altered	False	
	Sub-Assembly	Other Remington	

Repair Number: **RE00211049**

Serial: 7781205 Model: 7 Center Fire Caliber: 243 WIN Produced: 11/19/2002 SKU: 24779

Repairman: Bruce Travis

Status: Approval Hold 11/22/2010 9:23:25 AM

Verify Repair

ADDRESS INFORMATION

Customer

Received from

Return To

Received from

Name: JOE KNOX

Address 1: 1383 GOLDEN ROAD

Address 2: PO Box

City: GOSHEN

State: AL Zip Code: 36035 Country: US

Name: JOE KNOX

Address 1: 1383 GOLDEN ROAD

Address 2: PO Box

City: GOSHEN

State: AL Zip Code: 36035 Country: US

FFL

Contact / Condition

Problems

Estimate

History / Status

Shipping / Billing

Date	Code	User ID	Desc1	Desc2
11/19/2010 5...	New	VALENTDS	Repair Added	
11/19/2010 5...	EmailSent	AmEmail	Repair Received	JKNOXD
11/19/2010 5...	EmailVerified	AmEmail	Receipt	JKNOXD
11/22/2010 7...	Maint	Travisbw	Repair Maintenance	Status: A
11/22/2010 9...	Estimate	Travisbw	Estimate Update	Status: A

Shipping Hold

Interface Hold

Estimate Sent

Parts Received

Passed Inspection

Return as Received

Has Been Approved

Internal Repair

Exclude TATC

Current Status

Approval Hold

11/22/2010 9:23:25 AM

Travisbw

Approve Rack

Repair Location

ILN

Current Location

ILN

Transfer Number

Repair Search

Refresh

Close



RECEIVED
NOV 29 2010

BY:.....

Remington®

4994

November 5, 2010

Joe Knox
1383 Golden Rd.
Goshen, AL 36035
Ph: 334-335-4422

Ref: # 4994

Dear Mr. Knox,

You will receive a pre-paid shipping label in a separate email. Please fill out the form that is included with this letter.

Please include a copy of this letter & our form to put inside the shipping container. 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. Mark the ends of the box with "Product Service". Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington customer.

Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

7781205

Model: 7



RE00211049

Trig. Assm. is contaminated with
a partially dried & sticky lube
residue causing parts to work
sluggish. Replace TPA, clean
& test fire at 1/2 normal charges.

Quote

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

2011
8#
10/12
RW11/02

Print

Reset

Model Number: <u>7</u>		Serial Number: <u>7781205</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Joe</u>		Date of Purchase: <u>2006 - 07</u>	
Address (no PO Boxes): <u>1383 Golden Rd</u>			
City: <u>Goshen</u>		State: <u>AL</u>	Zip: <u>36035</u>
Phone (Daytime): <u>334 850 1158</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>ejknox004@centurytel.net</u>			
E-mail Address: <input checked="" type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <u>at times when safety</u> <u>is release rifle will</u> <u>fire on its own</u>			
500 characters left			
Ammunition Information:			
Manufacturer: <u>Federal Premium</u>		Type: <u>95 Grain</u>	
Other (i.e. bullet weight/type, shot size, <u>Bond + M.1</u> powder): <u></u>			
Handload Information:			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used:	WD 40
How often do you clean the bore? (Months or Number of rounds)	Yearly 12
How often do you clean the action? (Months or Number of rounds)	Yearly 12
How often do you clean the trigger assembly? (Months or Number of rounds)	Yearly 12
Brand of lubricant used:	WD 40
How often do you lubricate the bore? (Months or Number of rounds)	_____
How often do you lubricate the action? (Months or Number of rounds)	12
How often do you lubricate the trigger assembly? (Months or Number of rounds)	12
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? > <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?	never
What were the services performed?	_____
Ship your INSURED firearm by either UPS or Parcel Post to:	
Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357	
<input type="checkbox"/> 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.	
:: Provide a return address on both the outside and inside the box. Shipments without a proper	

return address will be refused.

:: Ship your INSURED 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.

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. We process checks electronically through Check21.

Reference #
101030-000076

Status
Updated

Assigned To
Administrators
Dell -

Product
Firearms

SLA
Not specified

Queue
CSR

Date Created
10/30/2010 10:57 PM

Initial Response
11/02/2010 04:32 PM

Last Updated
11/03/2010 10:41 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

7
700 rifle

Discussion Thread

Customer (Joe Knox)

11/03/2010 10:41 PM

----- Forwarded message from ----- Date: Wed, 03 Nov 2010 22:23:03 -0400 From: jknox004@centurytel.net
Reply-To: jknox004@centurytel.net Subject: Re: 700 rifle [Incident: 101030-000076]
To: Remington Information

model 7 serial # 7781205 , cal 243 youth. joe knox , 1383 golden rd, goshen , alabama, 36035 , phone 334-335-4422, day- 334-850-1158 , at times gun will fire when saftey is pushed off
Quoting Remington Information :

@remington.com
----- End forwarded
message -----
@remington.com

Customer (Joe Knox)

11/03/2010 10:26 PM

model 7 serial # 7781205 , cal 243 youth. joe knox , 1383 golden rd, goshen , alabama, phone 334-335-4422, day- 334-850-1158 , at times gun will fire when saftey is pushed off
Quoting Remington Information :

@remington.com

Response (Dell -)

11/02/2010 04:32 PM

We would like the rifle to come into our Product Services Department at our factory for examination. Please reply back to me with the serial number of the rifle, caliber, your mailing address and phone number. We would like to send you a pre-paid shipping label for UPS to have the firearm come in. I will also include a form that you can fill out to let the examiner know exactly what happened, when this occurred and what you are expecting.

Sincerely,
Dell

Customer (Joe Knox)

10/30/2010 10:57 PM

my sixteen year old daugther has a 700 youth , 243 she recived for christmas 3years ago. the problem is when the saftey is put in the off position i t will fire. i would just like to have her gun repaired before there is an accident . this is her only gun and hunting season is aproaching. i feel that this is an ongoig problem with your product and hope to resolve this quickly. sincerely joe knox

Primary Contact

First Name: Joe
Last Name: Knox
Organization:

Login: jknox004@centurytel.net
Title:

Contact Type:

Email: jknox004@centurytel.net

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Model_Number: 700

Remington®

11/5/10

Emailed to Customer.

November 5, 201

Dell

Joe Knox
1383 Golden Rd.
Goshen, AL 36035
Ph: 334-335-4422

Ref: # 4994

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

[COPY]

November 5, 2010

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Ph: 334-335-4422

Ref: # 4994

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Sincerely,
D. Fulcher
Consumer Affairs Administrator
Remington, H&R, Marlin
Phone: 1-800-243-9700
Fax: 336-548-7872

enclosure

Print

Reset

Model		Serial	
Number: <input type="text"/>		Number: <input type="text"/>	
Are you the original owner?: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <input type="text"/>		Date of Purchase: <input type="text"/>	
Address (no PO Boxes): <input type="text"/>			
City: <input type="text"/>	State: <input type="text"/>	Zip: <input type="text"/>	
Phone (Daytime): <input type="text"/>		Fax: <input type="text"/>	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent) <input type="text"/>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
Please describe your problem and date of occurrence: <div style="border: 1px solid black; height: 150px; width: 100%;"></div> <div style="text-align: right;">500 characters left</div>			
Ammunition Information:			
Manufacturer: <input type="text"/>		Type: <input type="text"/>	
Other (i.e. bullet weight/type, shot size, powder): <input type="text"/>			
Handload Information:			
Powder Used: <input type="text"/>		Powder Weight: <input type="text"/>	
Case/Hull Used: <input type="text"/>		Primer Used: <input type="text"/>	
Bullet Type/Shot Size: <input type="text"/>		Reloader Used: <input type="text"/>	
Firearms Care (Cleaning and Lubrication):			

Brand of cleaning solution used: <input type="text"/>
How often do you clean the bore? (Months or Number of rounds) <input type="text"/>
How often do you clean the action? (Months or Number of rounds) <input type="text"/>
How often do you clean the trigger assembly? (Months or Number of rounds) <input type="text"/>
Brand of lubricant used: <input type="text"/>
How often do you lubricate the bore? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the action? (Months or Number of rounds) <input type="text"/>
How often do you lubricate the trigger assembly? (Months or Number of rounds) <input type="text"/>
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
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith? <input type="text"/>
What were the services performed? <input type="text"/>
Ship your INSURED firearm by either UPS or Parcel Post to: Remington Arms Co., Inc. Attn: Arms Service Division 14 Hoefler Avenue Ilion, NY 13357
<input type="checkbox"/> 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. :: Provide a return address on both the outside and inside the box. Shipments without a proper

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Fulcher, Dell Marie

From: Mail Delivery Subsystem [MAILER-DAEMON@mail910c35.nsolutionszone.com]
To: jknox004@centurytel.net
Sent: Friday, November 05, 2010 3:38 PM
Subject: Delivered: Joe Knox - Ref# 4994

Your message has been delivered to the following recipients:

jknox004@centurytel.net

Subject: Joe Knox - Ref# 4994



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

ARS LABEL REQUEST FORM

DATE:	11/5/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE			
MEDIA			
COORDINATOR	XXXXXX	I WILL MAIL	
TO MAIL			
DESCRIPTION: Ref# 4994 Rifle			

LABEL INFORMATION

MAIL LABEL TO: Joe Knox 1383 Golden Rd. Goshen, AL 36035 Ph: 334-335-4422 Email: jknox004@centurytel.net	Please email ARS to customer
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY	

jknox004@centurytel.net

4XX596 NOV 5, 2010 ALL CURR USD 1 OF 1
SVC GND COM ACT WT 10.0 LBS
TRACKING 124XX5969057693586
REF 1: JOE KNOX/CD/DMF
REF 2: 4994/RIFLE
HANDLING CHARGE 0.00 SVC T/P USD
SINGLE-PIECE PUB RATE CHRG: RS 1.00
BY 0.00 COD 0.00 SD 0.00
DC 0.00 DGD 0.00 SP 0.00
AH 0.00 PR 0.00
TOT PUB CHG 9.24 PUB+HANDLING 9.24







