

Remington Arms Co., Inc.
Product Service
Legal Case #:4844

Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
209053	11/3/2010	10/26/2010	11/4/2010				

Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Forest	Roberts Jr	3616 N. Calhoun Hwy	Grantsville	WV	26147		H 304-354-7519

Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038	Could Not Duplicate Concern		
S FSR	Concern:1007	Fired on Safe Release	Unknown	
C				

10/26/10 Per call from Roberts, he has a Model 7 that he had a FSR with after he bought it new. He applied WD40 in the trigger and blew it out with low pressure air to clean. He says he has not had a problem since but saw the CNBC and wants to get it checked.cm

Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	7/243 WIN	24739	S7646920	KW	5/2/2002 11:00:47 AM
Date Purchased	Where Purchased	Accessories	Original Owner			
	JERRY S SPORT 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, replace TPA, test at 1/2 normal price						
Repair/Replacement Cost	Repair/Replacement Date					

10/26/10 Sending ARS.cm 11/8/10 Per Ilion, could not duplicate concern. Check over, clean, replace TPA and test fire at 1/2 normal charges.cm

Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		11/4/2010
	Product Type		RF
	Action Type		A
	Assigned To		F.SUPRY
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		20" 243 WIN SS
	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	---Select---	
Sear	Lift	---Select---	.012
	Notch	Like new; Functioning	
	Tests	Test Fired	False
Feeding Test		False	
Trigger	Condition	Like new; Functioning	
	Pull	---Select---	5#
	Altered	False	
	Sub-Assembly	Other Remington	

frmREInquiry - Repair Inquiry

Repair Number: RE00209053 Serial: S7648920 Model: 7 Center Fire Caliber: 243 Repairman: Bruce Travis
WIN Produced: 05/02/2002 SKU: 24739 Status: ApprovalHold 11/4/2010 2:22:40 PM

Verify Repair

ADDRESS INFORMATION

Customer: ☒ Received from Return To: ☐ Received from
Name: FOREST ROBERTS, JR. Name: FOREST ROBERTS, JR.
Address 1: 3616 N. CALHOUN HWY Address 1: 3616 N. CALHOUN HWY
Address 2: PO Box Address 2: PO Box
City: GRANTSVILLE City: GRANTSVILLE
State: WV Zip Code: 26147 Country: US State: WV Zip Code: 26147 Country: US

FPL:

Contact / Condition Problems Estimate History / Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	Status
11/4/2010 11...	Maint	Travisbw	Repair Maintenance		Status: F
11/4/2010 2:2...	Estimate	Travisbw	Estimate Update		Status: A
11/4/2010 2:2...	ApprovalH	System	Immediate SAP Allocation		
11/4/2010 3:0...	Expedite	pencerl	From: Repair Bench	To: Appr	
11/4/2010 3:0...	ApprovalH...	BatchJob	Quotation Control		

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

Current Status

ApprovalHold
11/4/2010 2:22:40 PM
Travisbw
ApprovalRack
Repair Location
ILN
Current Location
ILN
Transfer Number

Repair Search

Refresh

Close

RECEIVED
NOV - 5 2010

BY:

Remington®

4844

2011
5#
KW S/O
012

October 26, 2010

Forest Roberts, Jr
3616 N. Calhoun Hwy
Grantsville, WV 26147

Subject: #4844, Model 7

Dear Mr. Roberts,

Per our conversation, enclosed is a prepaid UPS ground shipping label for shipment of the firearm to our factory. 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 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

26.45
27.00
53.45

Serial
Numbers

S7646920

Model: 7



RE00209053

could not duplicate concern.
check over, clean, Replace TPA
+ 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

PS 11415

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

Model Number:	MODEL Seven	Serial Number:	57646920
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	Forest Roberts Jr.	Date of Purchase:	
Address (no PO Boxes): 3616 North CALHOUN HWY.			
City:	Grantsville	State:	W.V.
		Zip:	26147
Phone (Daytime):	1-304-354-7519	Fax:	
E-mail Address: (if e-mail address is provided, notification of receipt and shipment will be sent)			
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:			
GUN WENT OFF WHEN TOOK OFF SAFETY POSITION. WASNT OUT OF BOX #11 2009			
500 characters left			
Ammunition Information:			
Manufacturer:	Remington	Type:	Express Rifle
Other (i.e. bullet weight/type, shot size, powder): 100 Gr.			

I want a new
trigger installed
X-Mark Pro.
Please call me with
price.

Powder Weight:

Primer Used:

Reloader Used:



www.remington.com

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

ARS LABEL REQUEST FORM

DATE:	10/26/2010	REQUESTED BY:	christy
QUANTITY:	1	WEIGHT PER PACKAGE:	10
PLEASE CHECK ONE:			
MEDIA COORDINATOR TO MAIL		I WILL MAIL	
DESCRIPTION: Model 7 S7646920			

LABEL INFORMATION

MAIL LABEL TO:	Forest Roberts, Jr. 3616 N. Calhoun Hwy Grantsville, WV 26147
RETURN ITEM TO:	Rem Product Service

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 OCT 26, 2010 ALL CURR USD 1 OF 1
SVC ONDCOM ACT WT 10.0 LBS
TRACKING# 124XX5969065559574
REF 1: FOREST ROBERTS JR/CD/CM
REF 2: 7/S7646920

HANDLING CHARGE 0.00		SVC T/P USD	
SINGLE-PIECE PUB RATE CHRG:			
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 8.24	PUB+HANDLING	8.24	